

## **IMPORTANT CONTACT INFORMATION**

Should you have any questions or comments during the period of your tenancy agreement, please send an email to [stay@348suites.com](mailto:stay@348suites.com). If you find any items broken in or around the apartment, please inform us straight away, even if such breakages were caused by you.

Office hours: Monday till Friday from 8 am to 5 pm

Domestic services 070-4150916, on weekdays from 9 am to 5 pm

### **Office 348 Suites**

Denneweg 65  
2514 CD The Hague

### **Apartments 348 Suites B.V.**

Dagelijkse Groenmarkt 29A-29P  
Nieuwstraat 2A-2D  
Buitenhof 48A – 48E2  
Noordeinde 15b & 17

#### **For urgent matters**

Emergency number: 112

Police general: 0900-8844

Fire brigade: 088-2463500

Doctor's surgery: Smash, The Hague 070-3469669

Hospital nearby:

HMC Westeinde

Lijnbaan 32

2512 VA Den Haag

Children under 18 have to be accompanied by an adult of the age of 21 or above to stay in the apartment. The adults have to supervise the minors and are responsible for any defects that might occur by the minors.

## **USE OF COMMON AREAS**

1. The following are not permitted in the common areas:
  - ❖ placing, storing or leaving bicycles, mopeds, electric wheelchairs, toys or other personal items, except in those areas destined for such purpose. Bicycles may only be kept in the bicycle storage area;
  - ❖ using machines that can cause nuisance from noise, vibration, dust or odour;
  - ❖ decorative objects or other modifications made in or to the common areas, unless specific permission for this has been given. Any objects placed without the lessors permission will be removed;
  - ❖ advertisements or opinion items.
2. It is not permitted to take bicycles through the main hall, in the lift and along the galleries.
3. Any person who dirties or damages the common areas is required to clean or repair this immediately.
4. It is not permitted to access the roof and the lift shafts or to carry out any work on the shared systems.
5. It is prohibited blocking lifts or impeding their proper operation. The maximum weight as stated in the lifts must never be exceeded.

6. Smoking is not permitted in the building.
7. Magazines, advertising material, newspapers and suchlike must be tidied away by the Lessees and may not be deposited or left behind in the common areas.
8. All entrances and vestibule doors in the stairwell of the building must be kept closed after use. Lessees must be particularly vigilant in allowing entry to strangers. When using the main entrance, please use the button to open the door.
9. Outdoor activities such as parties, barbecues, etc. are only allowed with the permission of the Lessor. A request must be made in writing at least 10 days before the start of the outdoor activity.
10. The Lessee undertakes to be mindful of the interests of the lessor, other Lessees and neighbours, and therefore not to cause any hindrance or nuisance in any form whatsoever.
  - ❖ For your own safety there is video surveillance in the central hallway on the ground floor.
  - ❖ The common areas will be cleaned once a week.
  - ❖ 348 Suites B.V. will not in any way whatsoever be responsible for any loss / or damage to the Lessee's belongings or any other property from either the apartment, storage box, common area or any other part of the apartment complex for any cause whatsoever including theft of pilferage.

#### **USE OF PRIVATE AREAS**

1. It is not permitted to cause any noise nuisance to neighbours. Lessees must observe the following rules:
2. Between the hours of 10 pm and 8 am it is not permitted to make any noise that may cause nuisance to other Lessees;
  - ❖ In general, each Lessee should be aware that loud music, slamming of house doors, running on the galleries and loud talking can be annoying to others;
3. Sound equipment, television and musical instruments must be adjusted so as not to cause nuisance to neighbouring Lessees;
4. Appropriate measures must be taken during cold weather to prevent pipes and other vulnerable items from freezing (e.g. do not shut off radiator valves fully).
5. Sanitary towels, tampons, food etc. must never be flushed down the toilet. Any unblocking required as a result of such action will be charged to the Lessee.
6. Should the Lessee break or damage any item that is the property of the lessor, he or she must inform the lessor of this immediately. The Lessee will reimburse the lessor the costs of replacing or repairing the damaged items.
7. Please be economical with electricity, gas and water consumption. Please ensure when leaving the apartment that all the lights are switched off and the heating has been turned down to the anti-freeze (\*) position.
8. To prevent rain damage, no furniture, with the exception of plastic furniture, may be placed outside.
9. Do not leave any food remains on the balcony, on tables on the terrace or in the apartment, as these attract pests.
10. If you wish to keep a pet, you must obtain written permission from the lessor. Permission will be granted in exceptional cases.

11. Pet owners must ensure that their pets do not cause any nuisance whatsoever to fellow Lessees. If any damage is caused by the pet, its owner will be liable. It is also not permitted to feed birds on or immediately outside the building or to place bird tables or nesting boxes on the balconies.
12. The Lessee is not allowed to make any alterations in or to the premises, unless the lessor has given its previous written consent. The lessee is responsible for all damage that results from any (minor) alterations, for example affixing nails, screws, stickers, etcetera.
13. Each Lessee is required to tolerate the placing of scaffolding and suchlike for the purpose of cleaning or maintaining the external walls, and in so far as necessary to leave balconies and private areas clear and accessible for this purpose.
14. It is not permitted to affix nameplates, exterior sun blinds, conventional and dish aerials, flags, banners, flower tubs, permanent drying racks or washing lines or any other protruding items in general. Any permission given for such items by the lessor may be subject to certain conditions.
15. Household rubbish must be placed in closed plastic sacks and deposited in the containers intended for that purpose at the designated place. For bulky waste, Lessees must contact the municipal cleansing department themselves. It is not permitted to leave such bulky waste in the common areas or in front of the building.
16. Smoking in the apartment is not permitted. Candles may be lit indoors while there is supervision by the Lessee.
17. All apartments have a battery-powered smoke alarm. When the battery is dead the smoke alarm will be activated. Remove the battery from the smoke alarm and inform the domestic services department immediately the next day so that a new battery can be fitted in the smoke alarm.
18. If the lessor or its authorized representative wishes to enter the premises for a viewing, valuation, future rent or repair of the premises and wishes to have the work carried out, the lessor will be entitled to do so on working days between 9:00 a.m. and 5:00 p.m. Before entering the premises at the aforementioned hours, the lessor has to make an appointment with the Lessee at least 24 hours in advance, unless in the case of an emergency situation (e.g. flooding, leakage, fire). In such case the lessor has the right to enter the premises at any time.
19. In the event of long-term absence of the Lessee, e.g. holidays, the Lessee makes sure that the lessor has access to the premises for the purposes of the aforementioned viewings and/or work. When such occasion arises, the Lessee informs the lessor of when the lessor can get access to the premises.
20. All vehicles parked at the parking garage of 348 Suites are parked at the risk of the owner. 348 Suites shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the property of 348 Suites. No vehicle repairs on our premises.
21. The Lessee has the right to personally use the premises, the Lessee is not allowed to substitute another party in its place or to sublet the premises to another party.
22. The lessee undertakes to comply with all applicable laws and regulations originating from government agencies.

23. All keys must be returned when the Lessee vacates the apartment. Any damage caused by failure to do so, such as replacing the cylinders or ordering new certified keys, will be charged to the Lessee.
24. If the key is lost, this must be reported to the lessor as soon as possible. The key will be deactivated and a replacement will be arranged. A fee of €50 will be charged for this.
25. If the lessee forgets the key, so that the lessor has to come by to let the lessee in the apartment, a fee of € 50.00 will be charged for the travel costs / expenses incurred for this.
26. At the end of the lease, the tenant is obliged to deliver the property with the inventory, neat and clean.
27. If you fail to abide by these rules and we receive complaints about you, we will hold you accountable. If the situation still does not improve, we will take appropriate measures. We hope, of course, that this is not necessary.