

Dear tenant,

Below you can read new information regarding your residency in de Woldring Locatie.

- In a few cases tenants have noticed that the water pipe near the water meter is leaking slightly. This is caused by the black cap shown in the picture which has not been fully tightened. You can easily tighten this black cap by hand. We request that you check if this issue occurs in your meter closet as well at your earliest convenience.
- We request that you leave the doors in the hallways opened on the magnets. When these doors are closed, the hallways are not sufficiently ventilated. This can lead to an unhealthy and uncomfortable climate. As an exception it is possible to close the doors on the ground floor, but only when there is cold weather outside.
- To ISTA you pay a monthly advance of € 65,00 for the supply of heating and cooling. This amount is based on the laws surrounding the supply of heating (Dutch: 'Warmtewet') of 2019 and a yearly consumption of 15 Gigajoule (GJ) for heating and warm water. Each calendar year a recalculation will take place where the actual costs per Gigajoule are settled against the monthly advances that you have paid throughout the year. Together with ISTA we have arranged that tenants are able to adjust their monthly advance, with a minimum of € 50,00. When you choose to do so, please know that you have an increased risk that you have to pay extra at the end of the year! In that case this full amount has to be paid at once. When you pay a higher advance, you will spread the costs evenly over the year. By now you should have been given the possibility by ISTA to log on to their online portal called 'Debicasso portaal'. Further information you can find through: <https://www.ista.com/nl/bewonersinformatie/debicasso-portal/>. When you have not yet received a username and password, you can put in a request by e-mailing to: [debicasso-administratie@ista.nl](mailto:debicasso-administratie@ista.nl). Through the 'Debicasso portaal' you can arrange several things by yourself:
  - o Adjust your monthly advance
  - o Check bills
  - o Check payment delays
  - o Change collection authorisation and/or other alterations
  - o Check yearly overview
- In the hallways no doormats may be placed due to obstruction to the cleaning of the hallways. If you have a doormat, please place this inside your apartment.
- If lights in the hallways are not on when it is dark outside, we would appreciate it when you notify us. For us it is difficult to establish these defects to light fixtures. Due to electricity costs, environmental- and sustainability considerations, part of the lights are switched off during daytime. Therefore you do not need to notify us when lights are off when it is light outside.
- Objects and keys that are found can be left and retrieved at the office of Woldring Verhuur. These lost object will be kept there for up to a maximum of 30 days. If by then nobody has retrieved the objects they are assumed to belong to no one and are disposed permanently.
- We request that everyone takes the rest and privacy of other tenants into consideration by being as quiet as possible in hallways and on the stairs.



- Please do not throw cigarettes out of your windows.
- Once more we advise you not to hang your laundry to dry inside your apartment due to the moisture this brings with it. If you decide to dry your laundry inside your apartment, we advise you at least to open your windows. Otherwise the humid air has insufficient opportunity to leave your apartment and will eventually condensate on your windows.
- In case you experience issues with your kitchen, you can report this directly to the kitchen supplier 'Projectkeukens'. You can make a ticket through the following link: <http://www.projectkeukens.nu/support/>. Issues that are covered by the warranty, will be repaired free of charge. Damages or issues that you have caused, will not be repaired free of charge!
- Glass and paper/cardboard can be disposed of separately from your regular household waste. The municipality Groningen has places several glass- and paper containers, located near the underground containers for regular household garbage.

With kind regards,

Woldring Verhuur