




Student Housing

Kanaalweg Middelburg



Guide





“Welcome to
our beautiful and
relaxed city of
Middelburg.”

Welcome

This book, which we have made specially for you, is full of useful and important information about Gapph, student life and of course Middelburg.

Dear Students,

On behalf of our entire team, we wish you all a great stay with us and good luck with your studies!

Team Gapph Middelburg,

*Stephanie,
Lacticia & Jessica*



gapph[®]
student housing

Gapph

Gapph has various working and residential spaces immediately available throughout the Netherlands. In addition to houses, apartments and (student) dorms, we offer studios and offices. These are located in the big cities in the Netherlands, such as Rotterdam, Amsterdam, Leiden and Middelburg (and many more) and are usually close to various facilities.

Team Gapph in Middelburg is located in the centre of Middelburg. We are your first point of contact when it comes to student housing. We are always ready for your questions or repairs to your room as well as any questions regarding Middelburg of course.

The www.gapphstudenthousing.nl website is a service from Gapph which provides housing in Middelburg for students from all over the world. We have made a special student portal for UCR and HZ students. Gapph is the official housing consultant for UCR students. Since the summer of 2019 we have begun working together with HZ in Middelburg. We are very happy to work with both universities. Besides rooms for UCR and HZ students in Middelburg, we have rooms available for students from different universities or for young working adults.



Stephanie
Project Coordinator

I really like working for Gapph. We are a small team and together we make sure that all students have a nice, comfortable place to live in. I really enjoy working with students and the informal atmosphere that goes with it. I am sure that we can make it a great success together!



Laeticia
Housing Consultant

*Hi everybody,
My name is Laeticia and i work for Gapph as a housing consultant.*

One of life's big priorities is finding somewhere to live and Gapph gives me the opportunity to help with this. It involves working with people, which is something I really enjoy. We, as a team in Middelburg, try to organise the best housing for all students and other residents.



Jessica
Housing Consultant

*Hi everybody,
My name is Jessica and i work for Gapph as a housing consultant.*

To me finding suitable housing for all students is very rewarding. Seeing you come to our beautiful city and creating a home here, is what makes my job so enjoyable.

We are team Gapph Student Housing!



All apartments have their own bathroom



The location is perfect! The city centre, schools and train station are on your doorstep. This is a student campus built especially for student housing. It consists of 3 different buildings, with the tallest building going up to 8 floors! The campus has a total of 119 apartments, which offer space for 236 students! All apartments

Kanaalweg Campus

The Kanaalweg Middelburg is the newest campus in Middelburg. This complex was completed in April 2022, so you will see that it is equipped with all modern conveniences.



All apartments have a large kitchen

have 2 bedrooms, a large kitchen, bathroom and private storage room. Ideal for spending your student days here with a fellow student.

It is also possible to rent a private parking space, plus there is a large bicycle shed and a large and beautiful roof garden on each roof for enjoying the beautiful weather and of course the view over Middelburg.

Gapph ONCampus

Gapph is frequently present on your campus to see if everything is tidy and safe. For you, your fellow students and Gapph it is important to keep your living area clean, tidy and a safe place in which to live.

Important information about the campus regarding (work) activities and information about Gapph will be communicated via OnCampus mails. During these inspections we check the general common areas, hallways, stairwells and the area around the main entrance. If we notice any problems, we will let you know by e-mail.

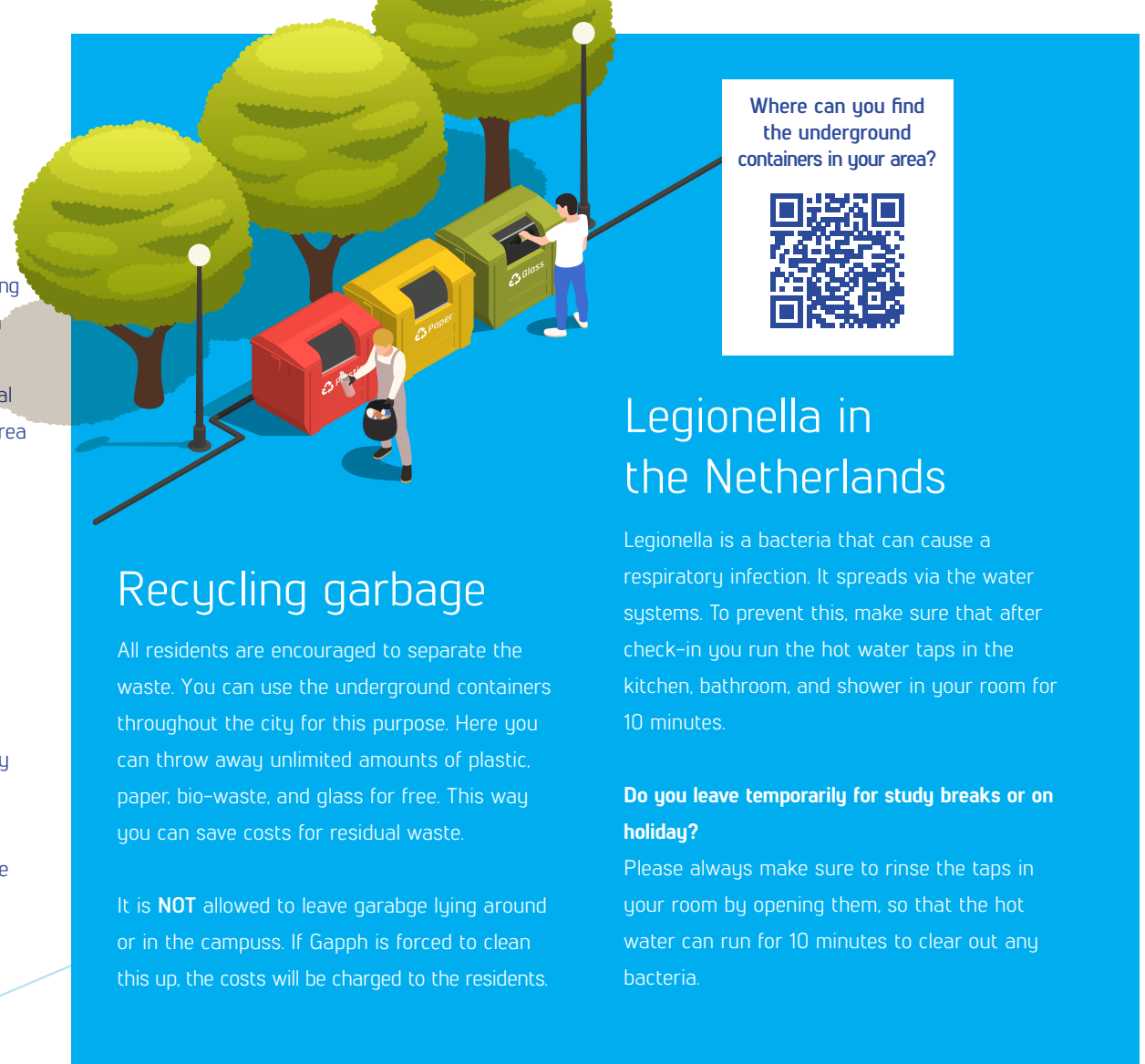
Cleaning

In the campus a professional cleaner will be present on a weekly basis to clean the shared areas. The cost of this cleaning is covered by your monthly service costs. However, everyone is expected to clean up after themselves and also help with the general cleaning of the common areas. It is not possible for the cleaners to do

everything themselves. It is your responsibility to keep your private rooms clean.

Personal items should always be stored inside your own room.

Garbage bins should be emptied regularly.



Where can you find the underground containers in your area?



Legionella in the Netherlands

Legionella is a bacteria that can cause a respiratory infection. It spreads via the water systems. To prevent this, make sure that after check-in you run the hot water taps in the kitchen, bathroom, and shower in your room for 10 minutes.

Do you leave temporarily for study breaks or on holiday?

Please always make sure to rinse the taps in your room by opening them, so that the hot water can run for 10 minutes to clear out any bacteria.

Recycling garbage

All residents are encouraged to separate the waste. You can use the underground containers throughout the city for this purpose. Here you can throw away unlimited amounts of plastic, paper, bio-waste, and glass for free. This way you can save costs for residual waste.

It is **NOT** allowed to leave garbage lying around or in the campus. If Gapph is forced to clean this up, the costs will be charged to the residents.



Have you washed your clothes?

Make sure you empty out the excess water. Leave it in good order for the next student.

Have you used the dryer?

Make sure you empty the filter. Leave it in good order for the next student.



Laundry area

In each campus we have washing machines and dryers which you can use. The costs of using and keeping the machines running are included in your monthly service costs. Please make sure you use the machines correctly. If you experience any issues while using the machines, please report this to your house/campus elder and they will report it to Gapph.

Control panel of the ventilation system

Below you can find the manual.

Setting 1

Low setting: when one person is present during the day or at night or when no one is present

Setting 2

High level: for cooking, showering or when many people are present



Automatic mode

Scheme based of existing sensors (CO2, RH (humidity sensor)). The capacity is automatically regulated between low and high settings

Timer

The duration of the timer is determined as follows:

- Timer button 1x press: 10 minutes high
- Press timer button 2x: 20 minutes high
- Press timer button 3x: 30 minutes high

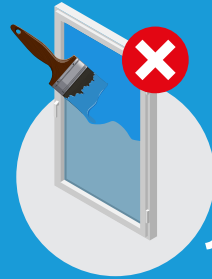
Maintenance of insulating glass

Kanaalweg has special insulating glass with instructions, see below how you have to use and maintain it.

Your home has insulating glass. This has a good insulating capacity.

The glass can mist on the outside with condensation. This will mainly happen in the spring and autumn. It will disappear on its own during the day.

Insulating glass is very sensitive to change in temperature. This can cause the glass to crack. Keep the following four points on this page in mind.



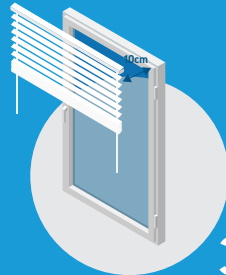
1.

Do not paint the glass with window film, newspapers or other material.



2.

Do not place large objects on the windowsill close to the glass.



3.

Hang curtains, blinds, slats etc. about 10 cm from the window.



4.

Do not place candles close to the glass and do not use a hair dryer on the glass.

Thermostat and underfloor heating

The house is heated by underfloor heating. Underfloor heating feels different from gas-fired central heating with radiators. Please take into account the following points of attention:

- It is recommended to keep the temperature setting at a constant temperature and not to increase or decrease it too often. Underfloor heating works best at an equal temperature for both night and day.
- A wireless thermostat/control for heating is provided in each room. The temperature can be set to the desired temperature by turning the rotary knob.



Ventilation system

The house has a smart balance ventilation system. This system ensures the removal of air and the input of fresh air. This requires a different approach to using it. Opening the window for a long time in weather conditions such as strong wind, rain, cold, heat in an energy-efficient home is not recommended. You then disturb the balance of the ventilation system. The heating system also has to work extra hard to reach the desired temperature. This increases the energy consumption of the home. In the living room / kitchen, the main control of the ventilation is governed by a CO2 measurement.



Videophone installation

You have a similar device to the one in the picture below (without the handset). Visitors ring the bell at the main entrance.

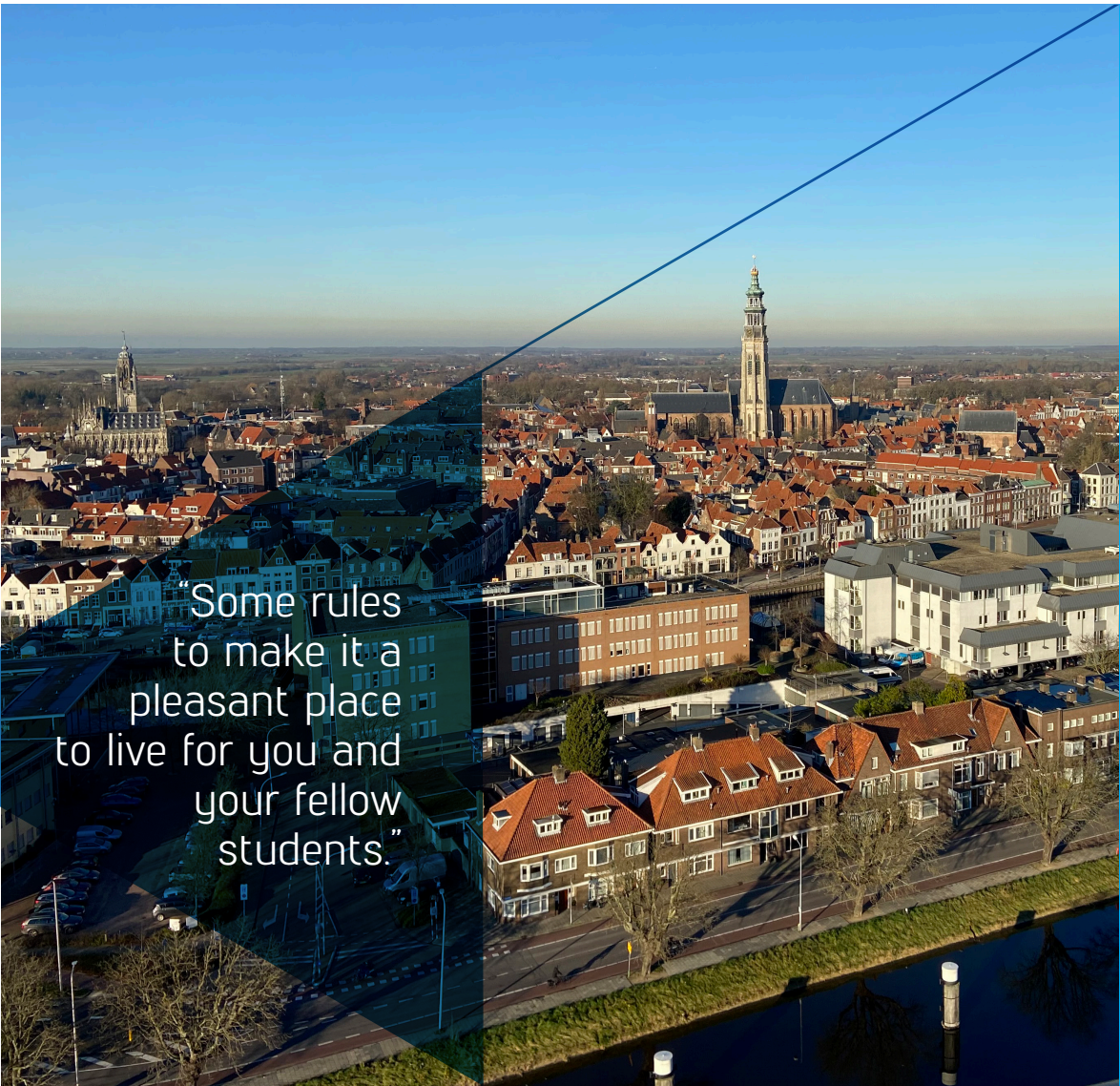
You can open the entrance door by pressing the green-lit button.



Smoke detectors

The house has smoke detectors. The smoke detector sounds the alarm when it detects smoke particles. Test 1x per month by pressing the test button. Vacuum the smoke detector 1x per quarter with a soft nozzle. You have a smoke detector that is connected to the main electricity. These detectors do not have batteries that need to be replaced.





“Some rules to make it a pleasant place to live for you and your fellow students.”

Gapph house rules

In order to make it a pleasant place for you and your fellow students to live, we ask you to respect the house rules stated in your contract. We have highlighted some rules below. Please see your contract for the complete document.

General House Rules – Behaviour

- You are not allowed to have pets on the campus grounds. Neither inside the rooms nor in the common areas.
- You are not allowed to smoke inside the buildings. Please make sure to use the ashtrays outside and collect cigarette ends from the ground.
- You are not allowed to use drugs of any kind on the campus grounds. Neither inside the rooms nor in the common areas.
- Garbage must be emptied frequently and must not be stored in the halls or other shared areas. This can cause pest problems.

- Tenants are not allowed to make noise at any time and in particular not between the hours of 22.00 and 8.00 outside and inside the buildings. We expect residents to take each other into account, inform neighbors if a nuisance can arise and address each other if necessary!
- Tenants must not leave guest(s) or visitor(s) unattended in the buildings. The tenant is responsible for the behaviour of their guest(s) or visitor(s). Tenants must not open the door to any strangers.

- Repairs/defects – Necessary repairs or defects should be reported as soon as possible. In case of an urgent repair we advise you to both file a repair request and call the Gapph office during office hours and the emergency number outside office hours.
- Gapph always has the right to send official warnings when tenants do not observe the house rules.

- Rental Agency Gapph retains the right to remove any item that is found in the escape routes, such as staircases and public hallways.
- All doors must have an automatic closing pin attached and be kept closed at all times. This will help prevent a fire from spreading.
- Emergency exits may only be used in case of an emergency.
- Tenants must respond to fire alarms by evacuating the building and should not re-enter the building until they are informed it is safe to do so.
- You are not allowed to smoke indoors under any circumstances. Please use the ashtrays outdoors and make sure you pick up and discard your cigarette ends properly.
- Never leave food cooking or appliances switched on unattended.
- Make sure you empty garbage bins regularly to prevent fires.
- The fire safe bins must keep their lids on at all times, otherwise they are not effective in smothering a fire.

- Keep the areas surrounding the campus free of bicycles and other items. This is important in case an emergency vehicle needs to reach the building.
- Gapph will regularly remove bicycles blocking access to the campus.
- All of these points will be regularly checked during our inspection rounds.

If you want to learn more about how to live safely, don't forget to read your fire safety brochure from the fire department!

If you have lost your brochure, you can find it at www.brandweer.nl

General rules & safety

In order for everyone to live safely together, it is important that everyone keeps to the general fire safety rules:

- All hallways and escape routes must be kept clear of all items. Otherwise a person could trip when trying to escape during an emergency.
- All hallways, escape routes and common areas must be kept clear of items to prevent a fire from spreading.
- Tenants have to ensure that their belongings are stored in their own area and that there are no personal belongings in the way of fire emergency exits including all hallways, staircases, and common rooms.

Keys



During the check-in you will receive several keys from us.

Garbage tag

Next to building A, you can find the underground containers. In Middelburg you are required to separate your garbage. The garbage tags are not included as standard via Gapph. Did your keys come without a garbage tag? If so, please request a garbage tag directly via the municipality of Middelburg; diftar@middelburg.nl

The municipality will send an invoice directly to you for the garbage separation. This is **not** included in your service costs.

Do you have any more questions about separating your garbage or about your invoices? Contact the municipality as well; diftar@middelburg.nl

Room key

You are given a mailbox key, magic key and 2 keys for your apartment/room. Gapph always has a spare key for your apartment. It is not possible for you to duplicate keys because they are certified.

Please make sure you use the keys carefully. If keys get lost, we need to order them on your expense. The costs are quite high because they are certified. Please do keep in mind that the costs for certified keys and magic keys are more expensive than regular keys.

Water & electricity Internet



- **Water:** this is provided by Evides;
<https://www.evides.nl/service/aanmelden>
- **Electricity;** this can be supplied by different providers, check the internet to see which provider has the best offer;
 - www.essent.nl
 - www.stedin.net
 - www.nuon.nl

There is an internet connection; for this you have to take out a subscription with a provider yourself. Check the internet to see which provider has the best offer. Not every provider offers internet at your address, so check this via the zip code check on their websites. In any case, the following 2 providers provide a good connection:

- www.delta.nl
- www.kpn.com

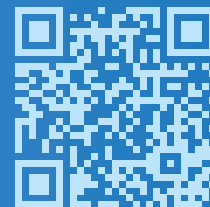


Repair request

How do they work?

Things can break or simply stop working. In that case you can file a repair request to get them fixed. Most problems can be solved as they are covered by the service costs you pay every month. The easiest way to file a repair request is through the website.

SCAN FOR REPAIR REQUEST



You can write a couple of sentences about the problem, where it's located and when you noticed that it was broken.


Tip: You can upload an image to show us the issue.

Once we have received your repair request, we will forward it to the repair company. Depending on the company, they will then call you or require you to call them to set up an appointment. We will continuously monitor repair requests to make sure that they are getting the correct attention to keep the campuses running as smoothly as ever. That means that you will hear from us regularly until the problem is fixed.

Settlement of service costs

Once a year you will receive a settlement statement for all costs for which you have paid advances. You will receive this statement before the 30th June of the following year. We settle cleaning, solar panels and any other service costs (such as plus package). All students will receive an instruction newsletter with more information about the settlement around April/May. Please note that you will either receive a refund of overpaid advances or you will need to pay extra.

How you keep the property clean also influences the total costs. The extra unnecessary costs that Gapph has to incur, in order to keep the entire building habitable, clean, undamaged and fire-safe (e.g. clearing garbage from escape routes, removing shopping trolleys, removing illegally parked bikes, removing garbage, furniture or other (personal) items around the building) are recovered from all residents. Together you can ensure that costs are lower.



Middelburg is the capital of the province of Zeeland.

About our capital city!

The small and quiet, but above all, beautiful city of Middelburg (population of 47.000) is the capital of the province of Zeeland. The name comes from being the middle borough on Walcheren island in the 9th century. This was at the time of the Viking invasions of Europe.

Middelburg is known as a historic town, with a wealth of ancient buildings. Today, a rich blend of events, shops, bars and restaurants make it a lively place, appreciated by locals and visitors. There is plenty to see and do in and around Middelburg!

Pubs

De Spot Middelburg, art and culture podium once a month open mics, concerts, 80/90's party's!

Cafe Le Penseur
Biercafé de Vliegende Hollander
Cafe Seventy Seven
Cafe Schuttershof
Grandcafé Brooklyn

Restaurants

Honeypie
Pizza Amore
Eleanor
De Juf
Robuust
Il Senso
Zanzibar
Marktcafé
Poseidon

Activities

Playing pool
Boat tour

Escape room
Prison Island
Indoor carting
Museum

Contact us!

You can always contact us, if you have any questions or issues.
You can reach Gapph by phone, email, Facebook or Instagram.

Contact details during the week:

Telephone number: 088 62 62 200
E-mail: studenthousing@gapph.nl
Facebook: Gapph Student Housing
Instagram: Gapph_studenthousing
Website: www.gapphstudenthousing.nl
Opening hours: Monday – Friday
From 09.00 to 12.00 and from 13.00 to 16.00

Contact details outside of office hours:

Do you have a housing-related emergency after office hours or at the weekend, such as a flood or electricity outage? You can contact us on 088 62 62 200 and your call will be forwarded to the emergency line.

In a serious case of emergency, always reach out to the national emergency services which can be reached at **112**.

Important information:

Police: 0900-8844





Enjoy
your stay!

gapphstudenthousing.nl