



Student

## Frequently Asked Questions

Nido Groningen 2019

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### FAQ's (Nido Groningen 2019)

This document answers all our most frequently asked questions. If you can't find the answer to your question within this document, please contact us at [groningen@nidostudent.com](mailto: groningen@nidostudent.com) or [utrecht@nidostudent.com](mailto: utrecht@nidostudent.com).

#### Who can live at Nido Student?

Our Nido residences in the Netherlands are open to all young people and students from any university or country. The requirements to stay at Nido Groningen are as follows, you will need to evidence at least one of the following:

- a student who is taking a full-time course in the city where we are based
- a student on an organised study-abroad programme
- a student conducting a work placement course as part of a degree-granting programme
- young person (no need to be a student) under the age of 28 years old

Remember that you must be 18\* or over at the time of check-in.

Have some questions for us? Give us a call on +31 627511390 or visit our [contact us](#) page for more ways to get in touch.

#### What's the contract length?

We offer Short Stays contracts (for a fixed period of 6 months) and Campus contracts (with a minimum duration of 6 months) at Nido Student. When you are making an online booking, please make sure that you check both the contract length and the cancellation policy before you hit the apply button.

If you stay with us on a Short Stay Contract (a fixed period of 6 months), please be aware you will not be able to apply for a campus contract or live with us at Nido Student Groningen beyond the 6 months of your initial contract.

#### How do I know if my booking is confirmed?

Our booking process is available online via our website: [www.nidostudent.com](http://www.nidostudent.com).

The steps to get you to booking confirmed are as follows:

- Choose your room, term length & register your contact details with us on the Nido Portal (StarRez)
- Provide all requested documents by electronically uploading them to the portal (copy of ID/Passport and proof of studies).

- Electronically sign your lease agreement
- Complete your deposit payment

If you have completed all these steps, a member of the team will then review your application. At this point, they will either send a booking confirmation e-mail to you or send you further information on what to do next. If you do not receive either a booking confirmation or a response to your application within 72 hours, please get in touch.

If you receive a booking confirmation, your room is secured and you do not need to do anything else.

### **What's the cancellation policy?**

You can view the legal cancellation policy points in your lease contract (available on the portal), our cancellation policy is in accordance to Dutch regulations.

Our Short Stay leases are available for a fixed period of six months and can't be cancelled prematurely once your booking is confirmed.

Our Campus Contract has a minimum of six months and can't be cancelled during this period. After the six-month period you can request a cancellation which will be subject to a notice period of one calendar month. The cancellation request must be provided in writing format to your Residence Team.

### **What Documents do I need to check in?**

All students checking in will be required to produce proof of studies from your university and all persons checking in will be required to show us your ID/ Passport. Please note this must be the original document and cannot be a copy.

During your booking process you will be required to upload a digital copy of your ID/ Passport and your proof of studies (if applying as a student). Your Lease Agreement will be signed electronically and is legally binding.

### **What do I need to pay before I arrive?**

Once you've found your perfect room, to secure it with us you only need to pay a refundable deposit. The deposit value will be equivalent to one month's rent, so the amount will vary depending on your preferred room.

The remaining rental fees for your stay are then divided into monthly payments, the first of which will need to be paid before you check in.

### **What's Housing Allowance?**

The Dutch government makes available a financial contribution towards the cost of rented dwelling in the Netherlands, this is called a housing allowance (or "huurtoeslag" in Dutch - also known as rental allowance or rent benefit). This contribution is intended for people below a government-determined income threshold. In addition, there is a maximum rent eligible for subsidization.

### **What are the conditions I need to meet to qualify for Housing Allowance?**

The Dutch Government has set out the following requirements, in order to qualify for the housing allowance in 2019/ 2020, you must meet the following criteria:

- You have legal residence status in The Netherlands
- You are officially registered at your Nido address with the local municipality (housing allowance is only granted for complete calendar months. Therefore, it is important that you are officially registered at your address from the beginning of the month)
- Your savings and private assets may not exceed a value of EUR 30.360 (per person)
- Your gross annual income is less than EUR 22.700
- You are 23 years or older and the maximum (basic) rent is EUR 720,42.
- If you are younger than 23 years old, the maximum (basic) rent is EUR 424,44
- You have a valid Dutch bank account. Housing allowance will only be paid to Dutch bank accounts that are registered in the name of the housing allowance applicant (your name)
- You have a valid BSN number (citizens services number from Dutch government)

Temporary contracts don't qualify for Housing Allowance, so if you select a Short Stay lease with us you will not be able to apply.

### **Are kitchen essentials and bedding included in my room?**

No, when you are packing to move into your Nido residence you will need to pack your own linen, duvet, pillows, towels and kitchen crockery, pans, pots etc.

### **Will I have Internet in my room?**

Of course! Here at Nido we offer 100MB WIFI throughout all of our residences.

Our new broadband even allows you to upgrade up to 200MB/s and if you're looking for an even speedier and more stable connection you can bring an Ethernet cable to connect to the internet in your room as well. Drop your Residence Team a line if you'd like to know more about internet upgrades.

### **What are the guest policies?**

We do allow day and night guests, however, for your own safety and security, there are a few guest policies in place:

- You can have unlimited guests visiting during the day between 8am and midnight.
- For overnight stays, one guest can stay for a maximum of eight consecutive nights throughout the month.
- All guests must be 18 years of age or over.
- You will have to sign your guests in, and they must bring a photo ID to gain entry into the building. This is very important for the safety and security of all residents in the building.

### **Are there any additional services available, not included in the rental rate?**

Almost everything is included in the rental rate, there are just a few bits and bobs that may have a charge if you'd like to use additional services:

1. You can use the gym for free, 24-hours-a-day. All you need to do is to sign a disclaimer that you have learned how to safely use the equipment.
2. You can pay for your laundry on a pay-per-use basis.

### **Do we have laundry facilities and how does it cost to use them?**

We have a laundry room onsite with several washers, dryers and ironing boards which you can use 24/7.

Prices for a wash and a dry can be found in your welcome book which you'll receive on the day of your check-in.

### **Do I need to register with the local municipality?**

All residents staying in the Netherlands for over 4 months have to register with the local municipality.

Whether you're a Dutch citizen or an international, everyone living in the Netherlands is required to be registered at their home address. Being registered allows the Basisregistratie personen (BRP or Municipal Personal Records Database) to better handle emergency situations, to track the size of the Dutch population and to allocate the right municipal taxes to each household.

One of the most important reasons to register is that you will then receive your BSN number (personal public service number), which you need for all your administration in the Netherlands. This includes opening a bank account, visiting a doctor, getting health insurance and applying for benefits (including Housing Allowance).

You will also need your BRP number to apply for a DigiD (which allows you to identify yourself when making arrangements on the internet (with the Dutch government, educational institutes or benefits). More information can be found here: <https://www.digid.nl/en/what-is-digid>

### **How do I register with the local municipality?**

Most gemeenten require you to register within five days of arriving in the Netherlands. For registration with the municipality in Utrecht you can follow the link below to book an appointment: <https://www.utrecht.nl/city-of-utrecht/registration>

For registration with the Municipality in Groningen you can follow the link below to book an appointment: <https://gemeente.groningen.nl/english/moving-to-the-municipality-of-groningen>

For registration with the municipality in Utrecht you can follow the link below to book an appointment: <https://www.utrecht.nl/city-of-utrecht/registration>

Once you book your appointment, you will usually receive confirmation by post or email which will also list the documents you need to bring with you. They may include:

- Your valid passport or ID card (not a [driving licence](#))
- Your residence permit (if applicable, either a sticker in your passport, a plastic ID card or letter from [IND](#))

- Your rental contract (you will receive a copy of yours via e-mail during your booking process)
- A certified copy of your birth certificate
- Your foreign marriage certificate, certificate of registered partnership or divorce (if applicable)

### **What happens if I don't register with the local municipality?**

The registration with the municipality is mandatory and you can receive a fine if you fail to register within the deadline.

### **What happens if I lose my key?**

When you move in and become a Nido resident you will receive two keys (one for your room and one for the post-box) and one building access FOB/key card. They are your responsibility, but sometimes life happens, and things get lost – we understand.

If you do lose any of your keys or the FOB, let us know right away. To replace your missing keys or FOB you'll need to pay a fee. Your Residence Team will be able to provide further information on relevant fees.

### **Is the gym free to use?**

A lot of our residences have their own gym and they are there for you to use. Our fitness facilities can be accessed free of charge 24/7, so you are welcome to work out whenever you feel like it!

### **Are there monthly events or planned activities?**

We want you to live your best student life with us. Every month we organise the calendar to include plenty of social parties, career events and learning workshops for all residents – that means you! Most importantly, these events are created for you to connect with other residents and to help bring networking and learning opportunities to your door.

Want all the details on upcoming events? Ask any Nido team member for details of the next event or visit our [Facebook page](#).

### **What happens if my light bulb needs replacing or I need other maintenance help?**

We have maintenance staff available five days and week and staff members available during the weekends for emergencies.

They will be able to sort out anything maintenance related in your room and the communal areas. Let us know and help will be on the way!

### **What is your health & safety policy?**

This is the legal information that we want you to know – we are committed to providing a safe and healthy residence and workplace for all students, employees, clients and other parties who may be affected by our activities.

We are committed to continual performance through learning from experience. We will always engage with all of our staff, students, clients and suppliers so that everyone is enthusiastically involved in managing risk.

To understand more about our Health & Safety Policy, [click here](#).

### **Do I need to de-register with the local municipality?**

When your lease agreement with Nido is coming to an end, you will need to deregister your address with the municipality.

You can register very easily at the local municipality address you have a DigID. Takes only 5 minutes. You can deregister yourself from your address at the municipality from 4 weeks before the move.

Contact your local municipality for more information on the deregistration process.

### **Still have questions?**

Give us a call on +31 627511390 or visit our [contact us](#) page for more ways to get in touch.

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