

FREQUENTLY ASKED QUESTIONS LIST



EHV VASTGOED MANAGEMENT B.V.

Opening hours:

Monday till Friday (working day's only) from 09.00 hrs until 18.00 hrs

Postal address:

P.O. Box 780
5600 AT Eindhoven

Telephone :+31 40-296 23 45

Fax.nr. :+31 40-295 29 09

E-mail :info@ehv-vgm.nl

Monthly rent obligations:

The basic rent and the amount for the additional provisions and services are payable in advance, and must always be paid before or on the first day of the period to which the payment relates, in the name of **EHV Vastgoedmanagement B.V. on account number 12.23.84.423 stating rental period and full address.**

EHV VASTGOEDMANAGEMENT BANKING DETAILS:

Bank: Rabobank

Place: Hilvarenbeek

Beneficiary: EHV Vastgoedmanagement b.v.

Place: Eindhoven (The Netherlands)

Account nr: 12.23.84.423

IBAN: NL 08 RABO 0122384423

Swift/Bic: RABONL2U

Complains about your apartment/house:

If you have a problem or complain about your apartment, please get in contact with EHV management company. You can contact us by email or by telephone. You can find these contact details on the business card which you received at the begin inspection.

When you contact us we need to know your name and address.

The management company will try to solve the problem as soon as possible. Sometimes it is not possible



to solve the problem within a day.

When you have a urgent problem during the weekend, you can call our emergency number. Keep in mind that you only contact us for very urgent problems that cannot wait till Monday!!!

For all problems or questions that are not urgent you can get in contact with EHV management company from Monday till Friday from 09.00 hrs until 18.00 hrs.

List of frequent problems and possible solutions:

INTERNET

- I cannot access the internet:

Please check if you have used the correct, username and password (received on your begin-inspection)

Please check if you are connected to the correct wireless internet (if your house has a wireless internet connection)

Please check if all cables are connected to your desktop or laptop (if your apartment has a fixed internet connection)

Please check if you internal modem is changed to European network.

Please check if your computer has a modem

Please check if your firewall allows your laptop or desktop to access the fixed or wireless internet connection.

Please reset your router/modem. There are two ways to do this, switch of the modem for approx 30 seconds or disconnect the router/modem from the power network.

- My internet is still not working:

If you have internet provided by UPC, you can find the number of UPC helpdesk on the form which is handed over to you at the begin inspection. Please follow all instructions that are on that list.

When you followed all instructions and your internet is still not working you can call EHV.

Only call EHV during working hours for internet problems (not in the weekend or evening hours).

Please remember that EHV is a management company. They are not specialised in solving internet problems, but they will always try to help you as far as they can.

This does not mean that it will always be solved at the same day, sometimes it takes a bit longer.

TV CHANNELS

- My channels are missing.

Please check if all cables are connected to your television. And switch the television ON.

It is possible that when you have a problem with your internet connection, the channels of your tv are missing/gone...please follow the instruction in your TV to restore the channels. The



management company will try to leave all manuals of the equipment in your house, if not available, please check the internet, most of the times you can download a manual in your own language.

It's possible you have a temporary disturbing of the cable, due to bad weather or similar problems.

- My remote control of the tv is not working.

Please check the batteries, and change them for new batteries.

If the above doesn't work please call or send the management company a email. Do not use the emergency telephone number after office hrs.

Other electrical equipment (washing machine, dishwasher, microwave etc etc.)

Please check if cables are connected and the device is switched on.

Please check the manual, or download a manual from the internet.

Please check the battery's, replace them.

Washing machine / dryer and dishwasher:

Only use products that can be used for a washing machine / dryer or dishwasher.

When there is a dryer in your accommodation, please check frequently if you need to empty the dust in the dryer and if you need to empty the water reservoir.

What to do if your light doesn't work.

Please check the light bulb, 99% of the time you have to replace the bulb (available at supermarkets), if you wish that we send a handyman to replace the bulb, a invoice/bill will be sent to you.

If it's not the light bulb, please check the fuses (circuit-breakers) in you electricity-meter closet. If the light still doesn't work please call the management company. Please be aware that if its only one light or two it's not a reasons to call the emergency number after office hours. The problem will be solved on the next working day (Monday till Friday) Only call the emergency number when there is no electricity at all, and if there is a problem with the fuses.

HEATING SYSTEM:

In most of the apartments/houses you have a adjustable thermostat, you can choose the temperature that you require. It is also possible to set the thermostat that it will activate the heating system on certain times. The heating system has a maximum temperature and it depend on the kind/type of heating system. In Holland it is normal that the temperature inside your house during winter time is between 20 and 25 degrees Celsius (between 68 and 77 Fahrenheit). Due to the environment we kindly ask you to lower down your heating when you leave your accommodation.

- Your heating system is not working.

Please check if your thermostat is switched on.

Please check if the knobs on your radiators are open (Turn right for close, Left for open)

It's still not working, please call the management company.



KEY'S TO YOUR HOUSE/APARTMENT

During your begin-inspection you receive your keys.

- **When you lose your keys, inform the management company a.s.a.p. You can pick up a spare key at our office (during working day and opening hours), after office hours and during weekend, we will send a locksmith to open your door. This costs approx € 50,00 to be paid in cash to the locksmith.**

The management will NOT come to your apartment to bring spare keys.

When your keys and personal belongings are stolen, you need to go to your local police station. Report that your personal belongings and keys are stolen. The police will give you a report of the stolen items, the management company needs a copy of this report to give your new key's. Make sure you always lock your door and windows when you leave your accommodation.

Housekeeping/Cleaning (this is a extra service and will only be done after reservation):

The cleaning lady's will only clean your apartment/house.

They are not responsible for doing laundry, bed linens, empty trash bins, etc.

If you are not satisfied about the cleaning please inform the management company, during working days and opening hours or send them a email.