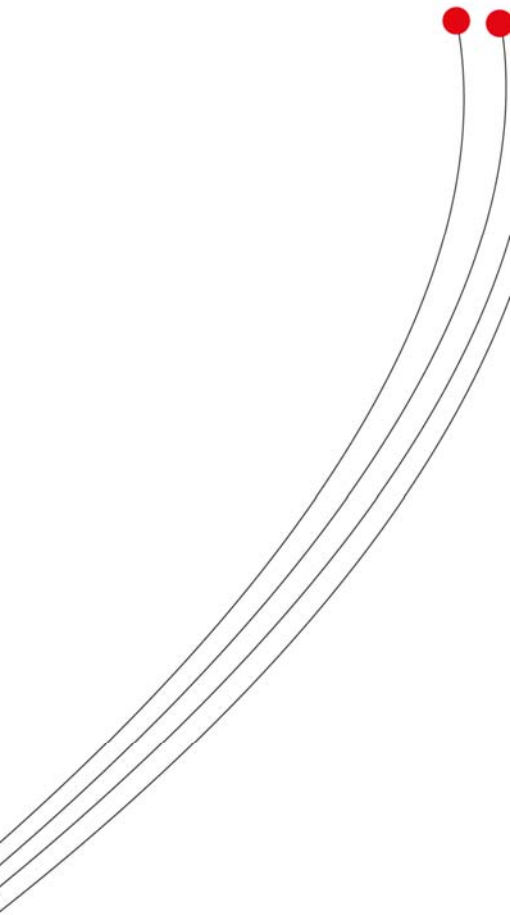


HANDBOOK ALTERNATIVE ACCOMMODATION

International Office



UNIVERSITY OF TWENTE.

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PREFACE

Dear student,

In front of you lies the Handbook Alternative Accommodation. The goal of this handbook is to help you find your way in finding accommodation and all the arrangement afterwards.

In this handbook you will find information like: housing terms in Dutch, a short explanation about housing in Enschede, types of housings available, and the main housing organizations in Enschede. There is also information about what to do once you have housing, helping you answer such questions as: “how to arrange gas, electricity, water and telecommunications?”. The latter is especially helpful, as this information is not provided by any housing organization. To help you decorate your new place, we also feature some furniture and home deco organizations. Contact information about all the organizations mentioned in the handbook can be found in the *Contact Information* Section.

As you will see, there are different types of housing organizations. Some are housing cooperations, a non-departmental public body that offers affordable housing. There are also real estate companies (commercial organizations), organizations that act as an intermediary but usually bring extra mediation cost. And finally there are also organizations that only work as an online platform to bring landlords and tenants together. What you need to do if you are looking for accommodation is to take a good look at what the organization is offering you and if there are any hidden costs involved.

When applying for accommodation you can usually choose between furnished and unfurnished, and sometimes even the option “kaal” which means a bare room without carpet etc. Furnished may sound like an easy option because it includes some furnishing. But please note that furnished is usually a lot pricier than unfurnished. With different second-hand stores and a IKEA nearby, unfurnished housing is still a workable option.

It is very important to check if the rent is inclusive or exclusive. Inclusive means it covers expenses like electricity, gas and water. Exclusive is thus the opposite. Inclusive rents are usually around €200 more expensive, but they save you the trouble of having to do a lot of paper work, contract signing and arrangements. We sincerely hope you find suitable accommodation that fits your wishes. We want to wish you all the best during your stay in The Netherlands.

Hope you will find this handbook useful,

Kind regards,

Drs. K.F. Paardenkooper

Head International Office

1. HOUSING TERMS IN DUTCH

Borg:	Security deposit. Usually equal to one month's rent. This will be returned to you if you leave the room in good condition.
Bruto & netto:	The netto rent is without any possible service costs. The bruto rent is the actual rent price you need to pay.
Contract:	A legally binding document which is a rental agreement. For example, it contains some basic rules about ending your contract. If you sign a rental contract, you are bound to the terms of the contract and you agree with the rights and obligations that are stated in the contract.
Douche:	Shower
Gedeeld:	Shared
Gemeubileerd:	Interior/furnished: <ul style="list-style-type: none">• Gemeubileerd: Furnished = furnishings that make a room or other area ready for occupancy (carpet, curtains, bed and desk)• Gestoffereerd/Ongemeubileerd: Unfurnished = not equipped with what is needed especially furniture (carpet and sometimes curtains)• Kaal: Uncovered/ No upholstery = no material present that makes a comfortable covering and filling for furniture. A bare room (no carpet etc.).
Geslacht:	Gender (man / woman)
Gratis:	Free (no charge)
Hospita:	Live-in landlord. Your own room, but will share the house with the landlord.
Huisgenoten:	Flatmates
Huurperiode:	Rental period
Inclusief/exclusief:	Inclusive/exclusive. Inclusive means that the rent price is inclusive electricity, gas and water (=Including utilities)

Keuken:	Kitchen
Onderhoudsstaat:	Maintenance state /Condition
Onderhuur:	Subletting (this may not be allowed by the housing corporation, check this with the advertiser of the room in question)
Opleiding:	Education
Oppervlakte:	Area/surface
Onbepaalde tijd:	Permanent / Non-temporary
Ontroerend goed:	Real estate company. An organisation (or agent) who acts as an intermediary between renters and landlords.
Roken toegestaan:	Smoking allowed
Sociale huisvesting:	Housing corporation. A non-departmental public body, offers affordable housing.
Tijdelijk:	Temporary
WC:	Toilet
Geschikt voor:	Suitable for
Min. oppervlakte:	Square meters
Max. huurprijs:	Maximum rent
Aantal huisgenoten:	Number of roommates
Onbelangrijk:	Unimportant
Eigen:	Own / private
Internet aanwezig:	Internet connection available
Werkend:	Working / employed
Werkzoekend :	Unemployed (not a student)
Huisdieren OK:	Pets allowed

Ja /Nee: Yes/No

Ook tijdelijke kamers: Also temporary rooms

Alleen kamers waar inschrijven bij gemeente mogelijk is: Only show rooms where you can register with the municipality / government

Please note that most websites are in Dutch only. We therefore recommend you to use Google translate to translate webpages to English (or any other language of your preference). To do so go to: <http://translate.google.com/> . Copy – paste the URL of the webpage you want to have translated into the field, select which language you want it translated to, and then click translate. The translation you will get is not perfect and often incomplete, but it can be very useful.

2. HOUSING ORGANISATIONS

There are different housing organizations. Some are housing providers and some are mediating associations of rooms and apartments. You have to ask at each organization whether you can apply for a room or apartment. If you contact an organization, take a good look at what they are offering so that you will not be surprised by additional hidden costs.

The following is a list with the most important housing organizations in Enschede:

Organization	Free website	In English
Acasa	Yes	Yes
De Woonplaats	Yes	No
Domijn	Yes	No
SJHT	Yes	Yes
Ons Huis	Yes	No
Wooninfo Hengelo	No	No
Rotsvast	No	Yes
Direct wonen	No	Yes

Besides these, there are some organizations that work only online. These are online platforms that bring landlords and tenants together. In such websites, people place advertisements to offer a room, and reply to room advertisements. If you apply on an advertisement note that you also tell something about yourself. For example how old you are, what you are studying and what hobbies you have.

	Free website	In English
Student Union Kamersite	Yes	Yes
Kamernet.nl	No	Yes
Kamerhulp.nl	Yes	No
Kamerhuren.nl	Yes	Yes
Erasmate	Yes	Yes
Pararius	Yes	Yes

The following pages will give a short description of the different housing organizations. You can find the corresponding websites and addresses in the contact information section of this handbook.

2.1 ACASA

Acasa is the main provider of accommodation on UT campus. The accommodation that Acasa offers is unfurnished and relatively cheap. The rent prices are inclusive utilities (gas, water, electricity).

Acasa requires that you are connected to the University of Twente. PhD students, employees, and Post-Docs can ask their contact person at the faculty or research group to discuss the possibilities with Acasa on their behalf. If it's no longer possible to find accommodation through International Office you can apply for unfurnished housing at Acasa. To apply for housing through Acasa you can visit their website (available in English and German) or their office on campus. Acasa does not work with a waiting list, you have to keep an eye on the Acasa website to see whether a room is available. You need to register to be able to apply, registration is free of charge.

Take note that although the accommodation is unfurnished it is relatively cheap and the rent prices are also inclusive. With some basic furnishing from a second hand store or IKEA, it's a very affordable option.

2.2 STUDENT UNION KAMERSITE

Student Union is a student organisation of the University of Twente. They have a website where you can search for suitable accommodation. On their website they provide listings of rooms for rent and sublets on the campus of the university, in Enschede, in Hengelo or in the area of Enschede. The available accommodation are mostly student homes.

The accommodations have reasonable prices and are mostly unfurnished. The rent can be inclusive or exclusive gas water and electricity. On the Student Union Kamersite you can find the rent prices are listed in the Add. There is a short description of the available accommodation and a small table with different symbols. The rent prices are split up in the bare rent price under € and the GWE price (gas, water, Electricity) under €¹. The sum of both prices is the total rent price and inclusive gas, water and electricity. This means that you do not need to make all the arrangements yourself.

Some advisements have a short description of the additional cost for internet listed in the description of the accommodation. When you apply make sure that you about the conditions of the rent price (inclusive electricity, gas, water).

When you enter the site you click on the button "start met zoeken" (= start searching), and the different categories will be listed. You can read a short description of the different categories.

When selecting one of the categories you will see a table which lists the available rooms in the category with information about the floor area, total price, location and when the room would be available. When you click on a particular room, you will find some more information.

If you are interested you can make direct contact with the house. You can use the listed email address, but calling (since it's faster) is recommended. You do not need to register. You can make direct contact.

2.3 ERASMATE

Erasmate is a European website that combines student-to-student housing and accommodation services with information resources and deals for students. The idea of this website is to create a student-to-student platform, an online portal where students can offer and search for housing Europe-wide.

On the Erasmate website you can search for a room for a reasonable price. You have the option to search for a room, studio, apartment or a house. These are mostly unfurnished.

To be able to apply you need to register. Before you register you can see the available housing, if there is something suitable, you can register yourself. You can search for accommodation at the tab housing – browse housing. In the information about the accommodation you can find information about furnished/unfurnished and if the price is inclusive utilities (gas, water, electricity).

You also have the option to place a profile. You can create your profile to go to the tab “housing” and click on “post search profile”. You fill in a form in which you list your preference and type a short description about yourself. In this you also need to include information on what type of housing you are looking for. This profile can be used by people who offer housing in order to look for a candidate that suits their preferences. So be clear about the type of accommodation you are interested in.

2.4 KAMERNET.NL

Kamernet.nl is a website, available in Dutch and English, which functions as a platform where people place advertisements offering a room, and you can reply to these advertisements. The offered rooms are mostly unfurnished and rent prices are inclusive utilities (gas, water, electricity) but it depends on the offered rooms available. On Kamernet.nl you don't pay for a registration fee but for a membership. You have to create an account and you need a premium membership to be able to respond. You pay for a limited time to apply for rooms that match your criteria. You can also sign up for email alerts when rooms become available.

- Premium Membership - 1 month for € 19,95
- Premium Membership - 2 months for € 14,95 per month (€ 29,90 total)
- Premium Membership - 3 months for € 13,25 per month (€39,75 total)
- Premium Membership - 6 months for € 9,95 per month (€ 59,70 total)

If you have your own account, you can log in and look for a room that fits your criteria. In the information listed about the room you can find information about furnished/unfurnished options. Behind the listed rent price you can see if the price is inclusive (inc.). You respond by email (button “apply now”). A pop-up will show the start of a response email. You have to complement the email with a short story of yourself. Don't forget to list your contact information.

Experience shows that people who apply on time and properly towards landlords, will eventually find a suitable room within their first ten attempts. But this highly depends on the criteria of a renter / landlord.

2.5 DE WOONPLAATS

De Woonplaats is a real estate company that offers affordable accommodation mainly in Enschede and 'de Achterhoek': 'de Achterhoek' is a region in the eastern part of the Netherlands and comprises several places, among which Hengelo.

De Woonplaats offers unfurnished apartments and houses and are exclusive utilities (gas, water, electricity). You will need a burgerservicenummer (BSN number) in order to register . De Woonplaats also uses income restrictions. If you apply for an offer, they check if your income matches the housing costs. De Woonplaats is suitable when you have a steady income (probably not suitable for bachelor and master students).

To search for accommodation through De Woonplaats, registration is required. You can register online or in person at one of their visiting addresses. Registration is free of charge.

Once you have registered, you can view the available accommodation online. A detailed description of the accommodation is provided (monthly rent, number of rooms, area, location, photos, etc). If you are interested in one of the available options, you can apply for it online or by telephone between 12.00 (noon) until 24.00 (mid-night) on the application day that is mentioned for the respective accommodation. You can apply for more than one accommodation per day.

Of course other people can also apply for the same accommodations that you have applied for. If that is the case, the computer will choose one of the applicants in a lottery. If the computer has selected you, De Woonplaats will call or email you on the same day and you will receive a letter with a preliminary offer. You then have a few days' time to check out the accommodation before you make your final decision.




2.6 DOMIJN

Domijn is a real estate company that offers affordable accommodation in Enschede, Haaksbergen, and Losser. Domijn offers unfurnished apartments and houses exclusive utilities (gas, water, electricity).

To search for accommodation through Domijn, registration is required. You can register online or in person at one of their visiting addresses. Registration is free of charge. In order to register, a burgerservicenummer (BSN number) is needed. Domijn has also income requirements. If you apply for an offer they check if your income matches the housing costs.

Once you have registered, you can view the available accommodation online. Every day at 12.00 (noon) the supply of the available accommodation is updated. Each available accommodation is shown online for one week. A detailed description of the accommodation is provided (monthly rent, number of rooms, location, photos, etc.). If you are interested in one of the available options, you can apply for it online or at one of their visiting addresses. You can apply for as many accommodations as you want.

Boogschutterstraat 24 Enschede

	Boogschutterstraat 24 7521HS Enschede Aantal kamers: 3 Wijk: Twekkelerveld Trekking: 22-11-2010 12:00	rekenhuur: € 407,58 servicekosten: € 0 bruto huur: € 407,58
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[Bekijk foto's](#) [Reageer](#)

lottery draw date

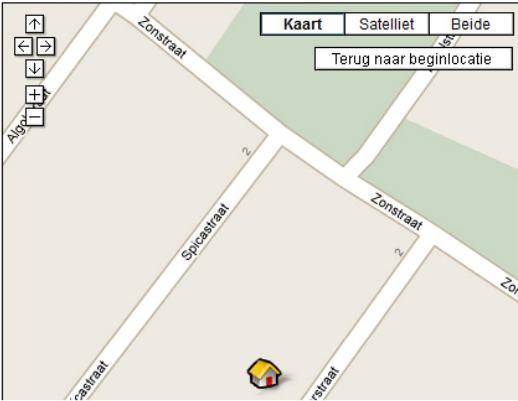
Omschrijving ^v

Deze gestapelde woningen liggen op 10 minuten afstand van de binnenstad. In de directe omgeving vindt u vele voorzieningen; de Grolsch Veste, Go Planet, Universiteit Twente, NS station Drienerlo, het Ledeboerpark, een winkelcentrum en vele scholen.

Deze woning bevindt zich op de 1e verdieping en heeft 2 slaapkamers.

Buurtinformatie

Kaart



- Accommodation details
- Photos
- Location of the accommodation on the map of Enschede
- Apply for the accommodation

At Domijn you have two options: “huurwoningen domijnsleutel” and “direct te huur woningen”. At “domijnsleutel” it does not matter how long you've been registered as a housing. The homes are being assigned by a lottery draw. Everyone, therefore, has an equal chance on a house. When you look at “direct te huur woningen” the accommodation is available directly (no registration acquired). But this is significantly higher in cost and also has additional renting cost of a one-time payment around 200 euro. Domijnsleutel: Of course other people can apply for the same accommodations that you have applied for. If that is the case, the computer will choose one of the applicants. In other words, accommodation is allocated by lottery (everyone has a fair chance). Exactly one week after the accommodation first appeared online, the lottery will be drawn. If you are the 1st, 2nd, or 3rd candidate, you will be notified. You can check out the accommodation before you make your final decision. The first candidate has first choice

2.7 KAMERHULP.NL

Kamerhulp is a website in Dutch which operates as an online market place where people place and can respond on advertisements.

They offer rooms, studios and apartments, mostly unfurnished (but depends on offered rooms).

Behind the listed price you can find if the room is inclusive or exclusive, most of the offered rooms are inclusive utilities (gas, water, electricity).

You need to register to be able to respond on advertised rooms, the registration is free of charge.

Once registered, you can respond on advertised rooms yourself.

On the homepage, you can register by clicking on the button **GRATIS inschrijven!**

(Free sign in)

On the print screen of your personal page are the main subjects highlighted and are translated.

Home | Kamer verhuren | Zoek kamer | Zoek oproepen | Over KamerHulp | Huurinformatie | Contact

Vandaag 616 kamers direct te huur!

Kamer in: Maximale huurprijs: **Zoeken** [Uitgebreid zoeken](#)



Overzicht huurder **Reacties en oproepen** Mijn profiel StudentenWerk Op zoek naar

Welkom name, op je persoonlijke pagina!

Dit is je overzichtspagina.

Kamers	Algemene informatie
Mijn matchende kamers	Matchende kamers 0
Plaats nieuwe oproep	Mijn oproepen 0
Op zoek naar	Matchende vacatures 0
	Mijn reacties op kamers 0
	Mijn favoriete kamers 0

Name
listed adres
e-mail adres
[Wijzig mijn gegevens](#)
[Wijzig mijn wachtwoord](#)
[Wijzig foto](#)

Sitemap Home | Kamer huren | Kamer verhuren | Zoek een kamer | Zoek huisgenoten

Kamers per regio Kamer in Almere | Kamer in Amsterdam | Kamer in Breda | Kamer in Delft | Kamer in Den Haag | Kamer in Eindhoven | Kamer in Groningen
Kamer in Leeuwarden | Kamer in Leiden | Kamer in Maastricht | Kamer in Nijmegen | Kamer in Rotterdam | Kamer in Utrecht

KamerHulp.nl is onderdeel van StudentenWerk BV | © 2011 StudentenWerk.nl - All Rights Reserved | KvK nummer: 28087078



My matching rooms



Looking for. Here you list your accommodation requests: City, maximum rent, m², smoker (Y/N), have any pets (Y/N). Click on "Opslaan" (=save). On the bottom of the screen you can activate the e-mail alert for matching rooms.



Reactions and calls. Will give you an overview of the matching accommodation available and



My profile

2.8 STUDENTEN JONGEREN HUISVESTING TWENTE (SJHT)

SJHT is an organization that provides accommodation for young people, aged 18-29. Their website is available in Dutch, English and German. SJHT offers a variety of accommodation, ranging from rooms in a commune (2-10 people total) to independent apartments (one- and two-room apartments), these are mostly unfurnished.

SJHT provides accommodation for young people who have a minimum wage (maximum gross wage of €1517 a month). SJHT does not accommodate families or young people with children.

The monthly rent for rooms in a commune ranges from €200 to €270 (including an advance for service costs, gas, water, and electricity). Monthly rental prices for one-room apartments vary from €240 to €300, while prices for two-room apartments vary from €330 to €400. An advance for water and heating is often included in these rental prices. In most independent apartments you will be charged for your individual consumption of gas and electricity by your provider.

In order to apply for accommodation through SJHT, registration is required. Registration can be done online or at their office. If you do not have access to the internet, or are not able to visit their office, they can also send you a registration form. The registration fee is €10.

All the vacancies are shown on the website. After registration, you can show interest in any of these vacancies online using your login number and password. You will then receive an automatically generated email which provides you with the information that is necessary to get in touch with the group. In order to be shown around and introduced to the group, you are required to get in touch with either the group or SJHT. The group members will vote whether or not they want to nominate you as a new cohabitant, so you may have to visit a number of rooms before you get elected.

Independent accommodation is assigned depending on your position on the waiting list. The average waiting period for an apartment in Hengelo or Enschede is 8-10 months.

2.9 KAMERHUREN.NL

KamerHuren.nl is a website, available in Dutch and English, that operates as an online platform to bring together landlords and tenants (not a rental agency). There is a direct contract with the landlords where you can search for a room, studio or apartment. The posted advertisements are approved.

The offered rooms on KamerHuren.nl are mostly unfurnished and include utilities (gas, water, electricity). This is dependant on the offered rooms. You can find the exact information about a room in the short description. If the room is inclusive (inc.) you can find this listed behind the rental price.

To search and respond on posted accommodation you need to sign-up, free of charge. There is a personal search query, the systems search for you. The website also provides an option for a SMS alert, for the newest rooms available.

2.10 ONS HUIS

Ons Huis is a housing corporation in Enschede that offers family homes, apartments and small homes. All the offered accommodation is unfurnished.

To be eligible for one of their properties, you need to register first. Registration is free and can be done online only (a BSN number is required). Ons Huis has a minimum renting period of one year. In addition to the rent price are service cost. These service cost include energy cost, cleaning-cost for the shared staircase etc. These service cost do not include water usage. Some apartments have a fixed price for energy cost in the rent price, check this first before signing the contract. Once your registration has been received and processed, you will be placed on the waiting list.

Available accommodations are not allocated by lottery. Employees of Ons Huis will allocate available properties based on:

1. *The period of residence at your current address.* In other words, the time you've stayed at your current address.
2. *Accumulated registration time.* This is the time that you have been on the waiting list at Ons Huis.
3. *Your housing preferences.* This is where you indicated the type of accommodation you are looking for (number of bedrooms, size, etc.).
4. *Your income.* The type of accommodation you can rent depends on your income.
5. *Family composition.* How many people does your family comprise and is the available accommodation suitable for that number of people?
6. *The area or complex where the property is located.* The residents of the area or complex are mainly elderly people, families, or students.

If you are eligible for one of the available housings, Ons Huis will notify you. Ons Huis cannot say how long it will take before you get an offer; there is no fixed waiting period. Once you are registered, all you can do is wait until they contact you with an offer.

If you receive an offer, you are given the opportunity to check out the offered accommodation and the area where it is located. You have to inform Ons Huis within three days whether you accept the offer or not.

2.11 WOONINFO HENGELO

Wooninfo Hengelo is a joint initiative of the housing corporations Welbions and Twinta Wonen. Through Wooninfo Hengelo you can search online for available accommodation in Hengelo offered by both housing corporations.

To be able to apply for accommodations you need to register. For registration a BSN number is required. The one-time administration costs are €28,50. After one year you can extend your registration for €19,50 per year. Registration can be done online, via their website, or at their office.

Once you are registered you can view the available accommodation online and apply for accommodations of your preference. You can apply for a maximum of four accommodations per week.

Accommodations are allocated based on accumulated registration time, income, housing preferences, and family composition. If you are eligible for one of the available housing, you will be notified and given the opportunity to check out the offered accommodation before making your final decision.

2.12 PARARIUS

Pararius website is available in Dutch, English, German, French, Spanish and Italian. Pararius claims to give a helicopter view for all the available rental properties in The Netherlands.

You need to register to use Pararius website. The registration is free. The available apartment listings on Pararius comprise bare apartments for rent, unfurnished apartments, semi-furnished apartments, upholstered apartments, furnished apartments and short stay apartments / flats (apartments that can be rented for a very short term). Pararius also offers you rooms for rent. Whether the rent prices are inclusive or not depends on the offered accommodations.

On Pararius you will be able to view the available rental apartments free of charge. But please note that indeed you can view available apartments for free on the website, there are some hidden cost. Pararius offers a helicopter view and shows the accommodation that other housing organisations have available. These housing organisations may do charge cost.

Pararius offers the option for a [rental property alert](#). It helps you to be first in line when a new apartment is up for rent. By matching your preferences with every newly uploaded apartment profile. A tool for people looking for an apartment where a quick response is important.

2.13 ROTSVAST

Rostvast real estate company offers different types of accommodation, from single rooms to houses, for students, singles and families. The website is available in Dutch and English. The offered accommodations are unfurnished and exclusive utilities (gas, water, electricity).

You can register online. You have the option to register for one office: Enschede. The one-time administration costs are 40 euro. In order to complete the subscription the Rots-Vast Groep likes to receive a copy of your passport and recent pay slip. These documents can be sent via mail, fax or email or can be handed over at the first appointment with the Rots-Vast Groep.

When Rots-Vast Groep has found you a suitable accommodation, they will charge you one month of rent (+VAT) for mediation activities. You can pay the registration fee online or cash at the first appointment with the Rots-Vast Groep.

Once you are registered, one of the real estate agents will contact you to listen to your living preferences and discuss the available housing offer. Rots-Vast Groep does not use waiting lists, therefore it is possible to rent a house within weeks.

2.14 DIRECT WONEN

Direct Wonen is a housing corporation that provides different types of accommodation. Their website is available in Dutch and English.

You register online but the registration is only available in Dutch. On the next page you can find a translation. You can also contact Direct Wonen by phone or email (with a call back request). The registration fee is €35,- including VAT and can be paid by completing a bank transfer. The details are provided by mail. If you choose to register on the Dutch website you have the option of paying by "Ideal" (Dutch accounts only), Direct Debit or by Credit Card. You can find a translation of the registration document on the next website.

Once you have been registered you receive suitable options by e-mail. Available accommodations are not allocated by lottery. The fastest way to respond is by phone because e-mail may take a couple of days to process. There is a maximum of 8 people per visit for an accommodation offered. They make a choice based on best fit, cost, and at the end the renter makes the final call who he finds most suitable.

Once you find suitable accommodation you have to pay one month rent in advance, one month rent for agency cost, one month rent as a deposit and €120,- contract costs.

If you go to the homepage of Direct Wonen you can see on the right side the registration box.

<p>SCHRIJF U IN</p> <p>WOONWENS</p> <p>Plaats: <input type="text"/></p> <p>Maximale huur: <input type="text" value="-- Maak een keuze --"/> <input type="button" value="↓"/></p>	<p>Register</p> <p>City</p> <p>Maximum rent</p>
<p>PERSOONLIJKE GEGEVENS</p> <p>Aanhef: <input type="radio"/> De heer <input type="radio"/> Mevrouw</p> <p>Voornaam: <input type="text"/></p> <p>Achternaam: <input type="text"/></p> <p>E-mail adres: <input type="text"/></p> <p>Wachtwoord: <input type="text"/></p> <p>Telefoon: <input type="text"/></p> <p><input type="checkbox"/> Ik wil nieuwe woningen per mail ontvangen</p> <p>REGISTREER NU <input type="button" value="→"/></p>	<p>Personal information</p> <p>Sir Madam</p> <p>Sur name</p> <p>Family name</p> <p>Email</p> <p>Password</p> <p>Phone</p> <p>I would like to receive new accommodation per email</p> <p>Register now</p>

3. ELECTRICITY, GAS, WATER & TELECOMMUNICATIONS

In some cases, the rental price provided by housing organizations does not include charges for electricity, water and gas. It is advisable to search for accommodation that offer inclusive utilities (gas, water, electricity). If rent is exclusive there are high additional cost for gas water and electricity. It is also not easy to conclude all the necessary contracts for gas, water and electricity.

In almost all cases the rent price does not include telecommunication. In some advertisements on website that operate as an online platform between landlords and tenants, it is listed for which additional cost internet is provided. This because other tenants in the house already made arrangements for an internet contract and split the cost between tenants.

The provider of water in Enschede is a company called **Vitens**. If you want cable internet and television, the provider main providers are **Ziggo** and **KPN**. Be aware that there are many other companies, but not everywhere available. Since these are the two main providers, a brief explanation of these two providers can be found in the paragraph 3.3.

For electricity and gas you can choose from several providers. On their websites (listed in the Contact Information section of this handbook) you can find information about their conditions and rates. Below you can find an example of the living costs for a two-person household living in a 40 m² apartment from De Woonplaats (table 1). These costs are based on rates from the year 2010 and are intended to give you an idea of the additional costs.

What	Amount
Net rent	350 €/month
Electricity & Gas (Nuon)	120 €/month
Water (Vitens)	25 €/month
High speed cable internet and television (Ziggo)	50 €/month
Municipal taxes (Municipality of Enschede)	450 €/year

Table 1: Example of living costs for a two-person household.

As can be seen in Table 1, there are other additional costs, as for example municipal taxes. These are taxes imposed by the municipality of Enschede for garbage disposal and sewage treatment, among others. Another point that must be noted: Vitens bills must be paid in quarterly installments. This means that the water bill comprises around €75,- every 3 months. Lastly, Table 1

does not take into account any additional costs as a result of home insurance, health insurance, groceries, and any other kinds of living costs.

If your rent is exclusive and you need to make an arrangement for electricity, gas and water yourself please take a good look at the renting period. Sometimes you can only enter into a contract for electricity, gas, water or internet for one or two years. If this is too long or you don't know when exactly you would be leaving, the freedom of termination of your contract is important. This also with closing a contract for internet. Please note your renting period and what options would be best suitable for your situation.

3.1 GAS & ELECTRICITY

There are several organisations that offer gas and electricity. This handbook will provide a short description of two organisations, Nuon and Oxxio. There are a lot of different organisations in The Netherlands. At the moment of creating this handbook only these two organisations have the option of a contract with the freedom to terminate your contract or are not bound to a contract of more than 2 years. You can find the corresponding websites and addresses in the contact information section of this handbook.

3.1.1 NUON

Nuon has four different options if you apply for gas and electricity, this will be briefly explained later during the procedure of applying.







Step 1: Go to their website and click in on the right bottom on “Word direct Klant” (= become a customer)



Step 2: Click on “Klant worden”(= Become customer)



Step 3: Now you are entering a page where you need to select your type of product and click on "ga verder" (= continue)

Ik kies voor:		
<input type="radio"/> <p>Power deal</p> 	<p>energie voor een actieprijs</p> <ul style="list-style-type: none"> • 7 maanden gratis stroom in 3 jaar • Contract is vrij opzegbaar • Nuon regelt uw overstap <p>Klik hier voor de actievoorwaarden</p> 	<p>One time offer 7 months free electricity in 3 years Contract if free to termination (Nuon arranges transition)</p>
<input type="radio"/> <p>Vaste prijs</p> 	<p>zekerheid: vaste prijs energie</p> <ul style="list-style-type: none"> • Kies zelf uw contractduur • Voor een vaste prijs • Zekerheid: u weet waar u aan toe bent <p>123 €/month</p>	<p>Security: set price energy Free pick of contract length Set price (not affected by price increases) which give security. 107 P/M</p>
<input type="radio"/> <p>Voordelig</p> 	<p>voordelig: goedkope energie</p> <ul style="list-style-type: none"> • Altijd lage prijzen voor stroom en gas • 2-jarig contract met een variabele prijs • U regelt al uw energiezaken online <p>107 €/month</p>	<p>Lucrative: cheap energy Always low prices for gas and electricity. 2 year contract with variable price. You need to make all the arrangements online.</p>
<input type="radio"/> <p>Duurzaam</p> 	<p>duurzaam: CO2 OK Energie</p> <ul style="list-style-type: none"> • 100% CO2-neutraal • Voor een vaste of variabele prijs • Draagt bij aan een duurzaam leefklimaat <p>Upward from 116 €/month</p>	<p>Green 100% CO2 natural. For a set or variable price. You contribute to the environment.</p>
<input type="radio"/> <p>Standaard</p> 	<p>standaard: stroom en gas</p> <ul style="list-style-type: none"> • Profiteer van prijsdalingen • Voor een variabele prijs • Vrijheid: opzeggen kan altijd <p>111 €/month</p>	<p>Standard. Take advantage of price falling. A variable price. Freedom: always possible to terminate.</p>

> Ga verder

Step 4: Fill in all your personal information and click on “ ga verder” (= continue)

<p>Uw situatie</p> <p>Bent u klant van Nuon? * <input type="radio"/> Ja <input type="radio"/> Nee</p> <p>Heeft u Stadswarmte? * <input type="radio"/> Ja <input type="radio"/> Nee 1</p> <p>Voor welk adres vraagt u een energiecontract aan? *</p> <p><input type="radio"/> Voor mijn huidige woning</p> <p><input type="radio"/> Voor mijn nieuwe woning</p>	<p>Your situation</p> <p>Are you a customer of Nuon? Yes No</p> <p>Do you have “Stadswarmte”, some neighborhoods have. Check with the landlord and if so check “Ja” otherwise “Nee”. Which address are you applying. Check second one: new accommodation.</p>
<p>Uw gegevens</p> <p>Aanhef * <input type="radio"/> De heer <input type="radio"/> Mevrouw</p> <p>Voorletters * <input type="text"/></p> <p>Tussenvoegsel(s) <input type="text"/></p> <p>Achternaam * <input type="text"/></p> <p>Geboortedatum * dd-mm-jjjj <input type="text"/></p> <p>Postcode * <input type="text"/> <input type="text"/></p> <p>Huisnummer * <input type="text"/> Toevoeging <input type="text"/></p> <p>Straat <input type="text"/></p> <p>Woonplaats <input type="text"/></p> <p>Telefoonnummer * <input type="text"/> 1</p> <p>E-mail * <input type="text"/> i</p>	<p>Sir or Madam</p> <p>Initials</p> <p>Family name</p> <p>Date of birth</p> <p>Zipcode</p> <p>Number Addition</p> <p>Street</p> <p>City</p> <p>Phone number</p> <p>Email</p>
<p>Uw betaalgegevens</p> <p><input type="radio"/> Automatische incasso <input type="radio"/> Acceptgiro (€ 1,19 per keer) *</p> <p>Rekeningnummer * <input type="text"/> i</p>	<p>Payment</p> <p>Direct Debit Giro (€1.19 a time)</p> <p>Account number</p>

Velden met * zijn verplicht

[← Ga terug](#)

[→ Ga verder](#)

Step 5: Check your data and finish.

3.1.2 OXXIO

Oxxio offers four different options if you apply for gas and electricity, this will be briefly explained later during the procedure of applying. To check their prices go to the following link <https://www.oxio.nl/oxio-thuis/klant-worden/tarieven> . Enter the zipcode and you will see the corresponding prices.

Step 1: Go to the website and click on “Direct aanmelden” (direct applying) in the left bottom corner.



Step 2: Chose the product you want and click “verder” (= continue)

Aanmeldformulier

1 Producten		2 Uw gegevens		3 Afronden	
Kies uw producten <input type="radio"/> Groene stroom Oxxio levert aan huishoudens altijd 100% groene stroom, tegen een zeer scherp tarief. Dat is niet alleen goed voor het klimaat, maar ook voor uw portemonnee!				Green electricity	
<input type="radio"/> Groene stroom en gas Kies voor groene stroom én gas van Oxxio. Zo profiteert u van het gemak van al uw energiezaken bij één leverancier. Ook dat is slim met energie!				Green electricity and gas	
Kies uw tariefsoort					
Pakket A Laag verbruik Vast t/m 31-12-2012 4 maanden gratis stroom		Pakket B Gemiddeld verbruik Vast t/m 31-12-2012 4 maanden gratis stroom		Pakket C Hoog verbruik Vast t/m 31-12-2012 4 maanden gratis stroom	
				Variabel Onbepaalde looptijd	
Low usage		Moderate usage		High usage	
The ending date		The ending date		The ending date	
				Variable indefinite duration	

Step 3: Fill out your personal information and click on "verder" (= continue)

Uw persoonsgegevens		
Aanhef *	<input type="radio"/> De heer <input type="radio"/> Mevrouw	Sir or madam
Voorletter(s) *	<input type="text"/>	Initials
Tussenvoegsel	<input type="text"/>	Family name
Achternaam *	<input type="text"/>	Family name
Geboortedatum *	Dag <input type="text"/> Maand <input type="text"/> Jaar <input type="text"/> ?	Date of birth
Telefoonnummer	<input type="text"/> ?	Phone number
Mobiel nummer	06 <input type="text"/> ?	Cell phone number
E-mailadres *	<input type="text"/> ?	Email
Herhaal e-mailadres *	<input type="text"/>	Repeat email
Ik wil van Oxxio op mijn e-mailadres informatie ontvangen over nieuwe producten en diensten. *		I want to receive information about new products and services on my
<input type="radio"/> Ja <input type="radio"/> Nee		email.
Uw e-mailadres wordt niet aan derden verstrekt. U kunt uw toestemming altijd zelf weer intrekken, bijvoorbeeld via Mijn Oxxio.		Yes No

Aansluitadres		
Gaat u binnenkort verhuizen of bent u zojuist verhuisd? *		Connection address
<input type="radio"/> Ja <input type="radio"/> Nee		Are you moving or recently moved?
Vul hieronder het adres in waarop u energie van Oxxio wilt ontvangen.		Address you would like to receive the energy of Oxxio:
Postcode *	<input type="text"/>	Zipcode
Huisnummer *	<input type="text"/> Toevoeging <input type="text"/>	Number Addition
Straat *	<input type="text"/>	Street
Woonplaats *	<input type="text"/>	City
Woont of verblijft er iemand op dit adres? ?		Cohabitants?
<input type="radio"/> Ja <input type="radio"/> Nee		
Wilt u post van Oxxio, zoals bevestiging van uw aanmelding, ontvangen op bovenstaand adres? *		? Would you like to receive your mail at this Address
<input type="radio"/> Ja <input type="radio"/> Nee		
Betalingwijze		Way of payment
Bij Oxxio betaalt u altijd via automatische incasso. Zo houden we onze administratiekosten laag. En dat voordeel ziet u terug in onze scherpe tarieven.		
<input type="checkbox"/> Ja, ik geef Oxxio toestemming voor automatische incasso *		Yes, I give permission for Direct Debit
Rekeningnummer *	<input type="text"/>	Account number

Step 4: "Afronden" (= complete)

3.2 WATER (VITENS)

The website of Vitens is in Dutch. There is an English option available, but it cannot be used to apply. The steps you need to follow on the website are listed below.

Step 1: www.vitens.nl and click (on the right) on “verhuizing doorgeven” (=relocation pass).

Storingen & Werkzaamheden [meer >](#)

- > St. Annaparochie - Lek in transportleiding
- > Utrecht - Schoonmaken van het leidingnet
- > Arnhem/Monnikenhuisen - Werkzaamheden hoofdleiding

Werken bij Vitens

- > Water is een vak
- > Vacatures
- > Arbeidsvoorwaarden
- > Praktijkervaringen

Snel naar

[Mijn Vitens](#) [Tarieven](#) [Waterkaart](#) [hardheid](#) [Fotowedstrijd](#) [Meterstand doorgeven](#) [Verhuizing doorgeven](#) [Vacatures](#) [Alg. voorwaarden](#) [Water nieuws](#) [Water for Life](#) [Prijs van water](#)

Step 2: In the new opened screen click on the button:
(= register as a customer at Vitens)

[Aanmelden als klant bij Vitens](#)



Step 3: Fill in the form in the new screen “aanmelden als klant bij Vitens”. There are 3 pages! Every time you filled in the page click in the bottom on “volgende” See next few pages for some directions.

Aanmelden als klant bij Vitens

Oud adres		Old address (If you do not have an old address in the Netherland list here your new address).
Straat* huisnummer* toevoeging	<input type="text"/> <input type="text"/> <input type="text"/>	Street number addition
Postcode *	<input type="text"/> <input type="text"/>	Zipcode
Woonplaats *	<input type="text"/>	City
Persoonsgegevens		
Voorletters *	<input type="text"/>	Initials
Voornaam	<input type="text"/>	Surname
Tussenvoegsel	<input type="text"/>	
Achternaam *	<input type="text"/>	Family name
Geboorte datum * dd-mm-jjjj	<input type="text"/>	Date of birth
Geslacht *	<input type="radio"/> Man <input type="radio"/> Vrouw	Male female
E-mail *	<input type="text"/>	Email
Telefoonnummer	<input type="text"/>	Phone number
Meterstand doorgeven		Meter reading
Wilt u de meterkaart via e-mail ontvangen? <input type="radio"/> Ja <input type="radio"/> Nee		Receive meter card by email?

Nieuwe adres		New address
Straat* huisnummer* toevoeging	<input type="text"/> <input type="text"/> <input type="text"/>	Street number addition
Postcode *	<input type="text"/> <input type="text"/>	Zipcode
Woonplaats *	<input type="text"/>	City

Gegevens nieuwe adres		New address information
Datum sleutel overdracht * dd-mm-jjjj	<input type="text"/>	Date key transfer
Watermeterstand op nieuw adres (indien bekend)	<input type="text"/>	Watermeter rating new address
Aantal personen op het nieuwe adres *	<input type="text"/>	Number of people living at the new address
Type bewoner *	<input type="radio"/> Hoofdbewoner <input type="radio"/> Inwonende bewoner	Because you are renting (and aren't the main tenant)select

3.3 INTERNET AND TELEVISION

Both Ziggo and KPN are suitable options as providers for internet and television. You can close the contract online. Both websites are in Dutch, so it is probably easier to go to a store and let them advise you on the best suitable option. There are several locations of Ziggo stores and KPN has one store located in Enschede. If you are at the store make sure you talk about the different types and combinations of internet and television and find out which suits your usage the best.

3.3.1 ZIGGO

Ziggo is a provider that offers internet and television (also telephone). At their website you can see the different types of products and also have the option to subscribe. To make it a bit easier it's also possible to receive information about the different options and possible subscriptions in different stores. You can find which stores at the following link:

<https://www.ziggo.nl/#producten/verkooppunten/> in the box "zoek op plaatsnaam" you type Enschede.

You have the options:

- Internet: 3 different types depending on your usage.
- Television: There is a difference in analogue or digital (more expensive).
- Telephone
- All in one

If you go to a store they will help you select the best suitable option and the conclusion of a contract.

3.3.2 KPN

KPN is a provider that offers internet, television and telephone contract. This separate or in a combined package. In the Contact Information section of this handbook you can find the address of a store in Enschede.

You have the options:

- Internet: 3 different types depending on your usage.
- Television: There is a difference in analogue or digital (more expensive).
- Telephone
- All in one

If you go to a store, they will help you select the best suitable option and the conclusion of a contract.

4. FURNITURE & HOME DÉCOR

Most accommodations for rent are unfurnished and will be cheaper to buy basic furnishing instead of renting furnished accommodation. In some cases, the previous renters will present you the possibility to take over some of their furniture and home décor (such as carpets, curtains, tables, etc.) for a small price. If you find the price acceptable, you can make use of this. Otherwise, you can opt to furnish your accommodation yourself. There are several stores which may be useful for that purpose (corresponding websites and addresses are listed in the Contact Information section of this handbook).

DE VERHUISSHAND

De Verhuishand is a second-hand store located at UT Campus. They have furniture, textiles, kitchen appliances and accessories, home decorations, bicycles, washing machines and refrigerators.

IKEA

The nearest IKEA is located in Hengelo. Here you can buy everything you need to furnish your accommodation: furniture, textiles, kitchen appliances and accessories, and home decorations. The IKEA is known for its design, function, quality, and affordability.

HET GOED

Het Goed is a second-hand store in Enschede, where you can second-hand furniture, textiles, kitchen appliances and accessories, and home decorations for a small price. Het Goed also has a store in Hengelo.

KRINGLOOPWINKEL

“Kringloopwinkel” is the name in Dutch for second-hand store. Het Goed is a one example hereof. Here you can buy second-hand furniture, textiles, kitchen appliances and accessories, and home decorations for a small price.

BURO&ZO

Buro&Zo is a store in Enschede that offers new and second-hand office furniture.

RENTING DOMESTIC APPLIANCES

There are several organizations at which you can rent a washing machine, dryer, refrigerator and or freezer. This gives you the option of not having to buy one but rent it for the period you are living in the Netherlands. The advantage here is that if something is broken it will be repaired and free delivery. The Contact Information section of this handbook lists several websites that can help you with this.

- Wasautomaten verhuur: For students only. You can rent a washing machine for €15,- and up to €20,- per month. A dryer for €10,- or €13,50 per month. And a dishwasher for €13,50 per month.
- Splash Lease: For students only. Offers free delivery, placement and connection. Only charges one time contract costs. For a 2 year contract €19,- and for a 1 year contract €29,- per month.
- Witgoed huren: offers free delivery and free placement and connection. Prices per month vary for appliances and model.

CONTACT INFORMATION

ACCOMODATION ORGANISATIONS



Acasa

Campuslaan 99

7522 NE Enschede

Department Rental:

T: 053 489 2239

E: wonen@acasa.nl

W: <http://www.acasa.nl/en/>

Opening hours:

Mon – Thu: 09.00 – 12.30 and 13.00 – 16.00

Fri: 09.00 – 12.30



Student Union

W: <http://www.studentunion.utwente.nl/kamers/en/>



Erasmate

W: <http://www.erasmate.com/>



Kamernet.nl

W: <http://kamernet.nl/en/>



alle ruimte!

De Woonplaats

Wethouder Beversstraat 175

7543 BK Enschede

T: 0900 9678

E: info@de-woonplaats.nl

W: <http://www.de-woonplaats.nl/>

Opening hours:

Mon – Fri: 08.30 to 17.00



Domijn

Boulevard 1945 - 324 A

7511 AJ Enschede

T: 0900 335 0 335

E: info@domijn.nl

W: <http://www.domijn.nl/>

Opening hours:

Mon – Fri: 09.00 to 17.00



Kamerhulp.nl

W: <http://www.kamerhulp.nl/>



SJHT

Lasondersingel 178

7514 BX Enschede

T: 053 480 17 40

E: info@sjht.nl

W: <http://www.sjht.nl/> (website content is available in Dutch, English, and German)

Opening hours:

Mon – Thu: 08.30 – 12.30 and 13.00 – 17.00

Fri: 08.30 – 12.30



KamerHuren.nl

W: <http://www.kamerhuren.nl/en/>



Ons Huis

Eeftinksweg 50

7541 WE Enschede

T: 053 4848 900

E: onshuis@onshuis.com

W: <http://www.onshuis.com/>



Wooninfo Hengelo

W: <http://www.wooninfohengelo.nl/>

welbions

Welbions

Paul Krugerstraat 44

7551 GX Hengelo

Opening hours:

Mon-Fri: 08.00-17.00

T: 074-2468300

E: klantenservice@welbions.nl

W: <http://www.welbions.nl/>



Pararius

W: <http://www.pararius.com/english/>



Rotsvast

Haaksbergenstraat 330

7513 EH Enschede

T: 053 4366134

E: enschede@rotsvast.nl

W: <http://rotsvast.nl>



Direct Wonen

T: 088 5588100

E: verhuur@directwonen.nl

W: <http://www.directwonen.nl/>

Opening hours:

Mon- Thur: 08.30-21.00

Fri: 08.30-18.30

Sat: 10.00-16.00

GAS, ELECTRICITY, WATER & TELECOMMUNICATIONS COMPANIES



Vitens (Water)

T: 0900 0650

W: <http://www.vitens.nl/>

Phone hours:

Mon – Fri: 08.00 – 17.00



Ziggo (Cable internet and television)

T: 0900 1884

W: <http://www.ziggo.nl/>

Phone hours:

Mon – Fri: 08.00 – 22.00

Sat & Sun: 09.00 – 22.00



KPN (Cable internet and television)

Klanderij 96

7511 HS Enschede

Opening hours:

Mon: 11.00-18.00

Tue – Fri: 09.30 – 18.00 (on Thursday open until 21.00)

Sat: 09.30 – 17.00

T: 0900 344 02 44(€ 0,10 /min.)

Phone hours: 8:00 - 22:00

W: <http://www.kpn.com>



Nuon (Electricity and gas)

T: 0900 0808

W: <http://www.nuon.nl/>

Phone hours:

Mon – Fri: 08.00 -20.00



Oxxio (Electricity and gas)

T: 0900 55 66 777

W: <http://www.oxxio.nl/>

Phone hours:

Mon – Fri: 08.30 – 18.00

FURNITURE & HOME DÉCOR



IKEA Hengelo

Plein Westermaat

Het Plein 100

7559 SR Hengelo

T: 0900 235 45 32

W: <http://www.ikea.com/nl>

Opening hours:

Mon – Fri: 10.00 – 21.00

Sat: 09.00 – 20.00



Het Goed Enschede

Lonnekerbrugstraat 99

7547 AK Enschede

T: 053 433 29 44

E: enschede@hetgoed.nl

W: <http://www.hetgoed.nl/Vestigingen/Enschede.aspx>

Opening hours:

Mon – Fri: 10.00 – 18.00

Sat: 10.00 – 17.00

Het Goed Hengelo

Hamerstraat 21

7556 MZ Hengelo

T: 074 243 96 14

E: hengelo@hetgoed.nl

W: <http://www.hetgoed.nl/Vestigingen/Hengelo.aspx>



Buro&Zo

Westerval 10

7545 MZ Enschede

T: 053 434 74 08

E: verkoop@buroenzo.nl

W: <http://www.buroenzo.nl/>

Opening hours:

Mon – Sat: 09.00 – 17.00



De Verhuishand (on Campus)

Studentenwinkel, UT Enschede

Calslaan 60 nr: 163

7522 MG Enschede

Opening hours

Mon- Fri: 09.00-18.00

T: 053 4342208

E: info@deverhuishand.nl

W: <http://www.deverhuishand.nl/index.html>

OTHER " KRINGLOOPWINKELS" (= SECOND HAND STORES)

[Leger des Heils](#) (Salvation army)

Zenderenbrink 2
7544 DZ Enschede

[Kringloop Binnenstebuiten](#)

Binnenhaven 148
7547 BJ Enschede

[Second-Hand-Land Kringloopwinkel](#)

Velveweg 63
7533 XE Enschede

[SecondMobili](#)

Bruggenmorsweg 91
7521 ZS Enschede

[Snuffelhal Kringloopwinkel De](#)

Molukkenstraat 3
7512 XM Enschede

RENTING A WASHING MACHINE



Wasautomaten verhuur (for students)

T: 0596-571065

E: info@wasautomatenverhuur.nl

W: <http://www.wasautomatenverhuur.nl/twente/>



Splash Lease (for students)

T: 0800 022 02 02

E: info@splash.nl

W: <http://www.splash.nl/>



Witgoed Huren

T: 0486 4600 59

E: info@witgoedhuren.nl

W: <http://witgoedhuren.nl/witgoedhuren/>