



**ROCHDALE**  
woningstichting

**Welcome to your  
new home!**

Information for new tenants of Brasa Village.



## Inhoud

4	Brasa Village
5	Community building
6	Ready to move
8	Rochdale in the neighbourhood
10	Contacting Rochdale
12	The building
14	Systems in the building
15	- Air-to-water heat pump
16	- Ventilation
17	- The kitchen
18	- Clean air
20	- The meter cupboard
22	DIY and home improvements
24	Comfortable living in your neighbourhood



# Congratulations!

You are the first resident of this new apartment in Brasa Village. This booklet will tell you more about the home, the neighbourhood, and enjoyable community living. That way, you'll be well prepared.

## **All moving tips in one place**

There's a lot to think about when moving. We have made a list of important tips for moving. Find the tips by scanning this QR code with your phone or tablet. More tips can be found at [www.rochdale.nl/verhuistips](http://www.rochdale.nl/verhuistips)



# Brasa Village.

Rochdale built 520 flexible apartments here with housing corporation Ymere and Eigen Haard. Flexible apartments are temporary apartments of lasting quality. These apartments will last for at least 15 years.

There are a total of 13 buildings. A pavilion for activities is also being added. It is for local residents and the neighbourhood to use. This new neighbourhood is called Brasa Village because the apartments are next to the Brasapark.

## **Living together in Brasa Village**

Brasa Village has just been built. That means we will form a new neighbourhood together. We get to work together and create a pleasant, close community.

Brasa Village will be a place where people with different backgrounds, ages and lifestyles live side by side. It is our job to make this a nice, safe environment where everyone feels at home.

To help create connection, there are three community areas and lots of green between the buildings. These areas are there to enjoy, but we also need to take good care of them. In Brasa Village, we try to be good neighbours. We help each other and share responsibility for how our neighbourhood looks and feels.

# Community building by Kollektief Thuis.

Kollektief Thuis will work on building and strengthening the community in Brasa Village. They will help people connect and make Brasa Village a social, active neighbourhood. One way they do this is by choosing community leaders. These are people who organise activities and help create more connection between neighbours.

## **Would you like to give back to Brasa Village and be a community leader?**

Sign up via [info@kollektief-thuis.nl](mailto:info@kollektief-thuis.nl) and they will get in touch with you.

If being a leader isn't for you, don't worry. There are many other ways you can help create a lively, friendly neighbourhood. You could help in the garden or organise an activity in one of the shared areas, or maybe you have other ideas or talents. Everything, big or small, helps make Brasa Village a better place to live. Together, we are building a neighbourhood where everyone feels welcome. Will you join us?



# Rochdale in the neighbourhood.

Rochdale wants to create a nice neighbourhood. That's why the neighbourhood manager is your first point of contact. She often walks around your neighbourhood. Please contact her if:

- You would like to help make the neighbourhood safer and more pleasant.
- There is any trash in the hallway, entrance, or other shared spaces.
- You find garbage or bulky waste in the wrong place.
- You have problems with your neighbours.



**I'm Lily Harms, your  
neighbourhood manager.**



**I'm Rosita Mo-Ajok, your  
neighbourhood coordinator.**

Do you have a good idea for the neighbourhood? Would you like to start a residents' committee? Or do you have another question? Please contact me.



GWASPERDAMST

AM

02  
t/m  
86

# Ready to move?

For now, it's important that you take care of these five things:



## 1

### **Register with the municipality**

Update your address in the city's Personal Records Database. You can do this online via the City of Amsterdam or in person at a City Office.

## 2

### **Electricity, heating and hot water**

As soon as you get the keys to your new apartment, you need to get a contract with a supplier. You should register right away after moving in. If not, your service will be stopped automatically.

## 3

### **Register with Waternet for drinking water**

You need to register with Waternet for drinking water.

You can do this via [www.waternet.nl/service-en-contact/verhuizen/aanmelden](http://www.waternet.nl/service-en-contact/verhuizen/aanmelden)

Or call 0900 93 94

## 4

### **Make sure you have insurance**

You need to get your own insurance for your belongings. This is in case they get stolen or there is a fire or bad weather. This is called contents insurance.

You don't need to get building insurance – Rochdale takes care of that.

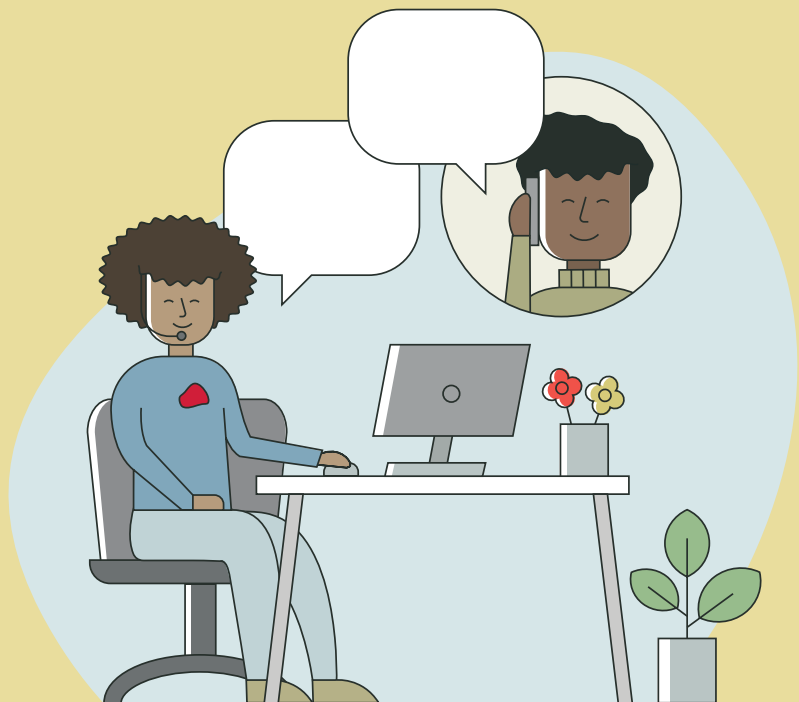
## 5

### **Check your housing benefit**

Do you get a housing benefit? This is when the government helps you pay your rent.

Check with the Tax and Customs Administration whether the amount you get will increase or decrease. This depends on your new rent.

# Contacting Rochdale.



Would you like to contact the neighbourhood caretaker or coordinator? Or do you have any further questions after reading this booklet?

Here is how to contact us:

- Call Customer Service at **020 215 00 00**
- Ask your question via chat at **[www.rochdale.nl/webchat](http://www.rochdale.nl/webchat)**
- Fill in the form at **[www.rochdale.nl/contact](http://www.rochdale.nl/contact)**

*We're happy to help!*

## Mijn Rochdale.

You can manage your housing matters using Mijn Rochdale.

You can book repairs online, update your personal info or read mail from Rochdale. Whenever and wherever you want, from your computer or phone. Don't have an account yet?

Create one at **[www.rochdale.nl/mijnrochdale](http://www.rochdale.nl/mijnrochdale)**



# The building.

You share some areas with your neighbours. You all need to keep them clean and safe together.





### **Receiving visitors**

Your home has an intercom that is connected to the doorbell of the building.



### **Cleaning**

A cleaning company cleans the building's shared areas. You pay for this with your monthly service fee. You need to clean everything that is part of your apartment, like the balcony and windows.



### **Waste**

You can use the public containers outside to throw away your garbage. There will be temporary containers until the permanent containers are put in the ground. More information about garbage, how to divide it, and how to get rid of big things is available on the city's website..



### **Bicycles**

Put your bicycle in the shared bike shed. This keeps the street clear, so that neighbours with a walker or wheelchair can move around easily. Motorcycles and scooters have to be parked outside.



### **Parking**

It is not possible to get a parking permit. There is paid parking in the area.

# Systems in the apartment.

There are several different systems in your apartment. Here, we will explain how they work and what you need to keep in mind.



# Air-to-water heat pump.

Your apartment has an air-to-water heat pump for heating, cooling and hot water. The pump draws heat from the outside air and uses it to heat water for the underfloor heating and for your tap water. The system works best if you set the thermostat to a constant temperature.

**Be sure to get an energy contract in time. Most energy suppliers need time to get it done!**

**There are solar panels on the roof. They help lower your electricity costs!**

Each apartment has 3 solar panels on the roof. These are connected to your energy meter.

Getting a contract with an energy supplier

If you already have an electricity contract, let your energy supplier know you are moving. If you don't have a contract yet, look for an energy supplier and get a contract.

You can choose your own energy supplier. Do this on time! Most suppliers need time to get things done.

Problems with the pump

If the heat pump stops working, call us at 020 215 00 00.

# Ventilation.

Good ventilation helps create a healthy and clean living space.

Your apartment has with a heat recovery unit, which gives you healthy, clean air 24 hours a day. There are CO<sub>2</sub> sensors in the living room and large bedroom. These are connected to the heat recovery unit and take care of ventilation.

## Controlling the ventilation yourself

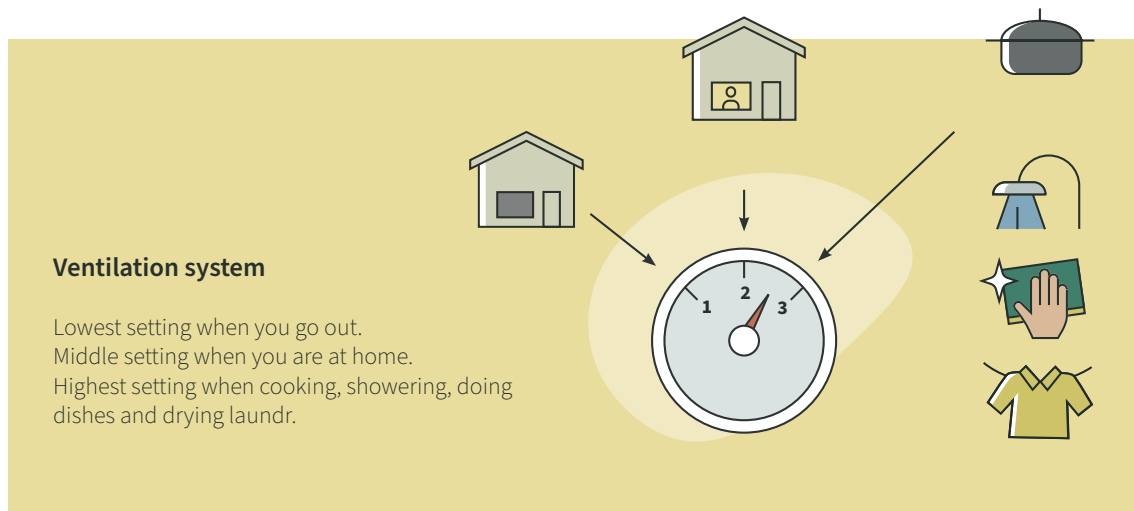
The apartment also has a 4-speed switch so you can control the ventilation yourself. You can set it to the highest level when you are cooking, taking a shower, doing the dishes or drying clothes. And when you leave the house, you can switch it to the lowest level. This will prevent mould.

## Do not install thresholds

It's very important that air can flow underneath the doors inside your apartment Do not install any thresholds or door seals and block the airflow.

## Keep air inlets open

Fresh air enters through the ventilation grilles. These special grilles also block noise. Fresh air can only enter when the grilles are left open.



# The kitchen.

This section explains how everything in your kitchen works and what you need to buy.

## **Cooking without gas**

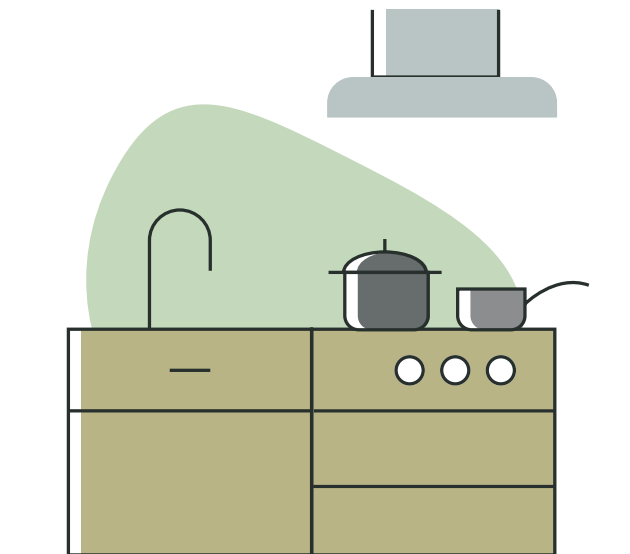
Your apartment does not have a gas connection, so you will cook using electricity. You may need to buy new pans with a flat bottom. Next to the kitchen counter is a two-phase socket. Here, you can plug in your electric or induction hob. A certified installer needs to come to set up your hob.

## **Connecting a dishwasher**

In the kitchen cabinet, there is a water supply and drainpipe. A certified installers needs to come to set up your dishwasher.

## **Cooker hood**

You can only get a recirculation hood. This type uses carbon filters and blows in purified air. The air is then sucked out via the valves in the kitchen. That's why it is important that you do not block the kitchen's ventilation valves.



# Clean air in your home.

No more humid air inside! Humid air is bad for your health and increases the chances of mould. That's why it is important to ventilate and heat your apartment well. Here are some tips to help you always have clean, fresh air in your apartment.

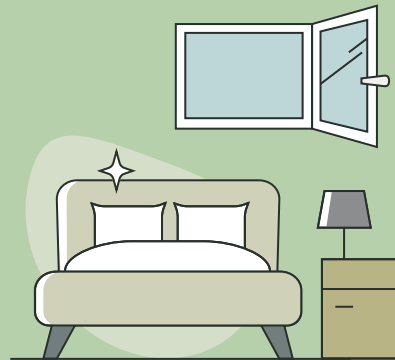
## Always open a window...

- ✓ When cooking and washing dishes
- ✓ When showering
- ✓ When there are a lot of people inside

Did you know that clean air inside your home helps you stay healthy longer?

## Ventilating bedrooms

Dust mites like humid and warm places. That's why it is best to keep a window open at night. In any case, open your bedroom window for at least 15 minutes in the morning. You should do this even in winter, but don't turn on the heating until after.

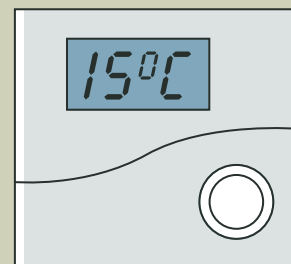


## Don't block the radiator

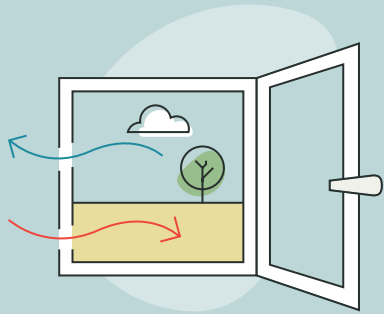
Keep radiators clear, so that the warm air can spread freely. Otherwise, humid air will stay in the corners of the room.

## Don't have your thermostat too low

Never put your thermostat below 15 °C. When the apartment is too cold, moisture will not evaporate. And it takes more power (and costs more!) to heat up humid air. That's also why ventilation is really important!



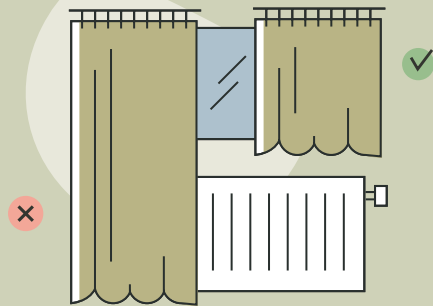
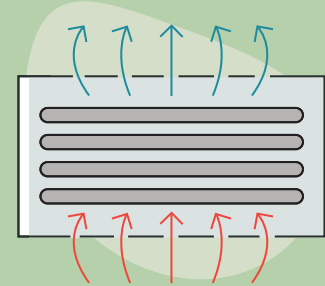
Did you know that humid air will feel colder than it really is?



## Always keep ventilation grilles open

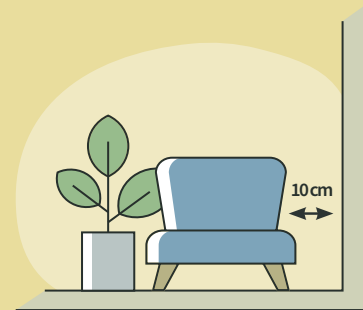
Keep the grilles open 24 hours a day, 7 days a week. That way, you'll always have fresh air. Also, you should check often whether the grilles are clean.

Did you know that ventilation is just as important in winter?



## Don't put furniture too close to the wall

Put your furniture at least 10 cm away from the wall, so that the warm air can spread freely.



## Dryer

Do you have a vented dryer? If so, it is best to connect it to outside, so that the humid air does not stay in your apartment.

- ✓ If you cannot do that, get a condenser dryer instead, or always open the window when using the dryer.



# The meter cupboard.

In the meter cupboard, there are pipes and switches for water and electricity. This section explains how everything works.

## Water

The water main is in the meter cupboard. Turn the blue handle to shut off the water.

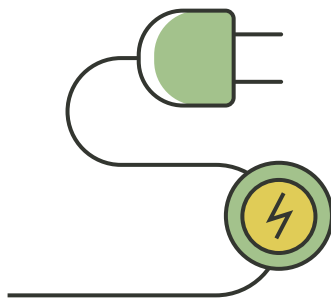
## Electricity

The electrical system in your apartment meets all legal requirements. If you want to make any changes to the system, always hire a certified electrical contractor. The electrical system has a residual current device (RCD), which is also in the meter cupboard.

### If the power goes out, the RCD will trip

If something goes wrong with the power, the RCD automatically shuts it off. Flip the switch up to turn the power back on. If the power cuts out again, the problem is probably one of your appliances. You can test which appliance is causing the problem with a plug test.

Visit [rochdale.nl/stroomstoring](http://rochdale.nl/stroomstoring) to learn how to do this.





# DIY and home improvements.

This chapter explains what you need to think about when doing DIY work.

If you want to make changes to the apartment, you may need permission. The changes may also need to meet certain conditions. Visit [www.rochdale.nl/klussen](http://www.rochdale.nl/klussen) to check if you need permission.



### **Laying a new floor**

There is no laminate flooring or carpet in the apartment yet. You will need to install this yourself. When laying flooring, keep two things in mind:

- Hard flooring must always be laid over an underlay. This is so that your noise does not bother the neighbours.
- Since your apartment has underfloor heating, we recommend using a thin foil underlay.

### **Drilling in the apartment**

You can't just drill anywhere in your apartment. There are pipes running through the walls and beneath the floor. Use a pipe detector or multi detector to check where the pipes are, so that you don't hit anything. When drilling, follow these rules:

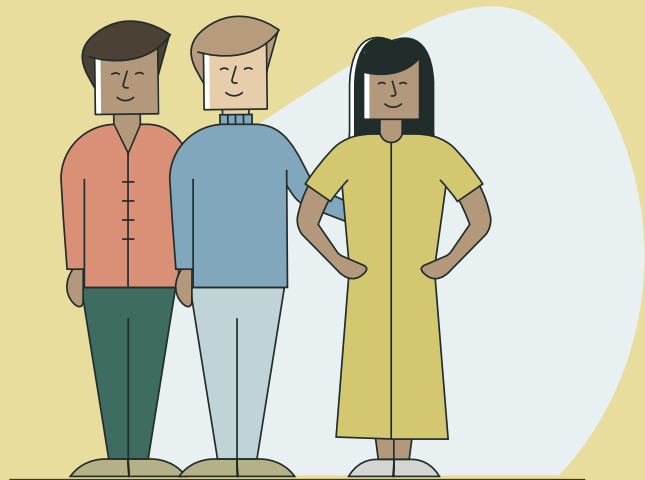
- Do not drill into the floor. That is where the water and heating pipes are.
- Planning to drill into wall tiles? Always drill in the grout lines. If you drill into a tile, you will be charged when you move out.
- The window and door frames are made of plastic or aluminium. You are not allowed to drill into them.

### **The layout of the house can't be changed**

You cannot change the layout, or structure of your house. The house was built in a factory and designed for maximum comfort. The installations are made for this layout, so you can't change them.

# Comfortable living in your neighbourhood.

These rules help us create a good environment for all, together.





### Hi neighbour!

Be kind to your neighbours and keep each other in mind.



### Keep shared spaces clear

Put furniture, strollers and other stuff in your storage locker. This way, shared spaces are kept clear and people can pass through easily.



### Bicycles

Put your bike safely in your storage locker or the bicycle shed.



### Clean hallways and stairwells

Keep the area in front of your apartment clean.



### Garbage in the right place

Throw your regular garbage, paper, glass and textile in the right containers. This way, we keep the environment clean and tidy.



### Don't feed the birds!

By not feeding the birds, we prevent there being too many birds that can bother residents.



### Smoking outside

After you're done, clean up your cigarette butts. That way, the shared outdoor areas stay clean.



### DIYing, drilling and hammering

Do these things during the daytime as much as possible. The building should be quiet between 10pm and 8am.



### Having a party with music?

Fun! But tell your neighbours beforehand, and make sure you do not bother them.

Enjoy  
your new  
home!

