



Acasa's Service

The 'Wonen' (accommodation) department of Acasa will take care of the closing of the rental agreements. This department will also make sure that the termination of your rental contract goes smoothly. You can also contact the 'Wonen' (accommodation) department of Acasa if you have any questions regarding living on the campus.

The Management department of Acasa takes care of maintenance and oversees the living environment and the fire safety of the properties.

A detailed description of our service and supplementary information is available at: www.acasa.nl.



Type of accommodation

Foreign students usually stay in furnished accommodation on the campus. As regards furnished accommodation, a distinction is made between rooms in an accommodation group or in self-contained rooms. An accommodation group shares the kitchen and the sanitary facilities. In the case of a self-contained room, you have your own kitchen and sanitary facilities.



Campuslaan 99
Postbus 266
7500 AG Enschede
T 053 489 40 00
F 053 430 14 55
E info@acasa.nl



www.acasa.nl



For a general impression and the description of the accommodation, please choose the option: 'Total Property, furnished housing' at www.acasa.nl.

The rooms in the Macandra building in the Emmastraat, are not the property of Acasa. Acasa acts as an intermediary as regards the realisation of a rental agreement. As Acasa does not own the Macandra building, it does not have any influence on the layout or maintenance.



Foreign students

The following diagram demonstrates the division of tasks between Acasa and IO/Housing as regards housing.

Responsibility	Acasa	IO/Housing
Allocating the room		x
Stipulating the tenancy period		x
Request new rental agreement		x
Closing a rental agreement	x	
Issuing keys	x	
In-house move	x	x
Cleaning/quality of the living environment	x	
Maintenance	x	
Request for repair	x	
Payment of rent & deposit	x	



It is possible that you would like to find a self-contained room following the termination of your rental agreement for furnished accommodation. If you decide to do this, you will be eligible for Acasa accommodation according to the normal procedure. The process is described on our English website under the heading "I am looking for a room".





Acasa supports

AMNESTY INTERNATIONAL



Payment of rent

As soon as you have signed the rental agreement, you must pay the first rent invoice within ten days. The first rent invoice includes the rent for the first month, the deposit, the costs of the final cleaning and € 20,00 administration costs.

After you have settled the first rent invoice, the rent should be paid monthly. This should preferably be paid by direct debit. You will need a Dutch bank account number if

you pay the rent by direct debit. If you do not have a Dutch bank account number, you will receive a giro slip approximately ten days before the first of the month. The rent can then be paid by bank giro or at the Acasa desk with a bank card or credit card. When entering into a campus contract, you are obliged to use direct debit.

The rent should be paid in advance on the first of the month.

Foreign students



www.acasa.nl

Departure

When your rental agreement is almost finished, you will receive a letter from Acasa requesting you to plan a first inspection and a final inspection of your accommodation with us. During the inspections, the manager will decide if the accommodation is in order and if any work has to be carried out. The room should be left in the same state as at the beginning of the rental period. If the room is not returned to its original state, the costs incurred for the renovation will be at the expense of the tenant.

If, for example, you depart on Sunday, the final inspection will be carried out on Friday. In that case, the keys can be given to the porter of the University of Twente or deposited in the Acasa letterbox.

The deposit will be refunded to your bank account when the condition of the room has been approved and the keys have been handed in. This can take a number of weeks. The deposit is never paid in cash.

Rental agreement

A short stay contract is generally used in the case of furnished accommodation. A minimum rental period of a one month and a maximum rental period of six months apply for these rental agreements. The rental period cannot be prematurely terminated. In the case of a short stay the rent is all-in. If you would like accommodation for a longer period of time, it is possible to arrange a campus contract.

Furnished accommodation can only be rented for a maximum of two years. With every new rental agreement, administration costs to the amount of € 20,00 will be incurred.



A room on the campus

The student accommodation on the campus of the University of Twente is rented out by Acasa. Acasa rents out and manages more than 2100 rooms on the campus.

To ensure that housing is provided for foreign students, Acasa works together with International Office/Housing. IO/Housing make sure that all matters related to your arrival at the University of Twente and to your registration, are arranged. As soon as your registration is definite, IO/Housing will book a room for you via Acasa. IO/Housing takes care of the matching of student and room. You will receive an email with the offer of a room from IO/Housing.



Arrival

As soon as you have accepted the IO/Housing offer, the service with regard to housing is taken over by Acasa. When you have accepted the room, Acasa will draw up your rental agreement.

The rental agreement should be signed as soon as possible after your arrival in Enschede. This usually means that you sign the rental agreement at the moment you collect the keys from Acasa. If your arrival

falls outside of the normal opening hours or in the weekend, you are obliged to sign the rental agreement on the next working day. Outside opening hours, the keys can be collected from the porter of the University of Twente. An appointment for an admission meeting will be made when you sign the rental agreement. During this meeting, the Acasa manager will discuss the condition of the room and inform you of technical matters and fire safety.