

Guidelines for SEBASTIAANSHOF

Procedures for maintenance, failures and complaints

As the owner of an apartment in the apartment building *Sebastiaanshof* you are responsible for maintenance and repairs to your own apartment. This guide helps you find your way inside and outside the *Homeowners Association (VVE)*. If you are a tenant please realize that you must also read these guidelines in order to be able to notify the owner or to directly seek assistance for problems in your house or the building.

The guidelines are divided into a section on your own house and a section on the building Sebastiaanshof.

For questions or doubts please call our manager VVE, Winter Valkenier 088-2555000, or via e-mail: info@wintervalkenier.nl).

Winter Valkenier may consult the Technical Committee (TC) and / or the VVE Board. The TC has keys giving access to all areas and panels in the complex, in case they should be opened for repair. In case of doubt you can also consult a VVE board member or committee member (see Appendix A).

Note: for non-urgent matters, please drop a message in the mailbox of the VVE (box under No. 133), which is regularly checked by the VVE.

Comments or suggestions for changes or additions to the guidelines are welcome at the VVE board.

Your own home

- **Fire / Police**, telephone 112.
- **Boiler** and the maintenance of your water heater is your own responsibility. If you do not yet have a night powered heater, follow the instructions in Appendix B.
- **Exterior windows and doors (including the double windows)**. The windows and doors are the common property of the VVE. But you are responsible for normal maintenance. You should clean the windows and keep the moving parts and spindles lubricated twice a year. This can be done with washing soap (eg Dreft). To lubricate the spindles, open the left window, drop the spindle to its lowest position, add soap and move the spindle a couple of times.
- **Electricity**; In case of a power failure first check your own automatic fuses. In all other cases consult your own electrician. During a general power outage you can call Eneco at 0800 -9009.
- **Garage Doors of our fence -2nd floor**; Winter Valkenier call 015-270 2978.
- **Glass panels and windows**, the VVE is insured for glass in all windows and doors facing the exterior of your apartment. In case of damage directly call Winter Valkenier (088-2555000).
- **Graffiti**; Winter Valkenier call 015-270 2978.
- **Intercom**; at failure, call Winter Valkenier on 015-270 2978.
- **Complaints, suggestions or comments**, directed to the board of the VVE or TC, please drop message in the mailbox of the VVE / TC entrance (box under No 133).
- **Radio / TV**, contracts, questions and problems on the cable, contact Ziggo at 0900 - 1884 or your provider if different from Ziggo.
- **Sewer**, the VVE has a maintenance contract with a plumber called **Barthen**, whom can be contacted *via* Winter Valkenier. This also applies to clogged drainage pipes. Problems with your plumbing? Call Winter Valkenier at 015-270 2978.
- **Phone**; contact your provider and / or private phone company, for example Ziggo or KPN.
- **Keys**, Only on presentation of official keycard (Nemef certificate) of your apartment, your keys will be copied by the firm **Sleutelspecialist Delft** Verwersdijk 2, 2611 NH Delft, 015-2133226, www.sleutelspecialistdelft.nl. Further instructions can be found in Appendix C: Keys.
- **Ventilation** is maintained by your specialist, such as Tempus or Feenstra (information about maintenance can be obtained from Bert Barnhoorn, at No. 121).
- **Heating**, Eneco for delivery; maintenance by private specialists, such as Tempus or Feenstra.
- **Fire Insurance / loss of inventory**, private insurance. In case of fire also inform Winter Valkenier. The building insurance (AEGON) of our whole apartment building includes an additional item for fixed inventory of 30,000 Euro (thirty thousand) per apartment ("interest owner"). See Appendix E: Ownership Interest.
- **Water**, Water Supply by Evides (call 0900 0787). If the water pressure is too low: call Winter Valkenier at 088-2555000.

- **Sunscreens and windbreaks**, only approved screens may be installed by the residents. For explanation and suppliers see Appendix D: Sun screening.

Building Sebastiaanshof

The building means: all exterior walls, roofs, gutters, stairways, doors, windows, frames and other common areas and elements such as courtyards, flowerboxes and watering installations, et cetera.

- **General**, for repair of damage please inform Winter Valkenier or the TC and *verify if the message is received by Winter Valkenier or the TC*. Repairs are outsourced to hired specialists.
- **Garbage / household waste**, regular household trash may be deposited in the containers in the storage room on the ground floor near the elevator on the Kruisstraat. These containers are emptied on Wednesday. Bulk waste and, for example, chemical waste can be disposed of by you at the waste facility of the Municipality of Delft, (see municipality website).
- **General electricity / illumination**; call Winter Valkenier, repair and maintenance by TC and specialists. Call Winter Valkenier at 088-2555000.
- **Intercom**, call Winter Valkenier, repair and maintenance by TC and specialists. Call Winter Valkenier at 088-2555000.
- **Common areas**, maintenance and cleaning, maintenance contract with company **Antonisse**. They also put our garbage containers outside and back in the building.
- **Elevator maintenance contract with Skylift**. In case of failure contact TC or Winter Valkenier first to avoid unnecessary costs. Only in urgent cases Skylift call telephone number 0342 - 425 505. In any event inform the board of VVE or Winter Valkenier immediately. Did you accidentally drop your keys into the elevator? Please contact Skylift, they will search for them at the next maintenance interval.
- **Waste paper**, in separate containers in the bicycle storage at the corner of Kruisstraat and Ezelsveldlaan. These are put in- and outside by the company **Wijnmalen**, every Tuesday.
- **Garage**, parking is cleaned by **Parking Delft** on every first Tuesday of all odd months. Please pay attention to announcements/reminders on the billboard, in the elevator/lift and in the entrance hall a few days before that date. The garage may only be used for parking cars and motorcycles, but not for mopeds or regular bikes. The parking spaces may not be used for storage.
- **Sewer system**, the VVE has a maintenance contract with a plumber called **Barthen**, whom can be contacted *via* Winter Valkenier. This also applies to clogged drainage pipes. Problems with your plumbing? Call Winter Valkenier at 015-270 2978.
- **Heating**, heat pump and boiler are owned by Eneco, in case of problems call Winter Valkenier, or directly contact Eneco.
- **Fire insurance / damage**, AEGON, accessible through Winter Valkenier.

Committees and their duties

Committees operate with mandate and operate under the responsibility of the Board of the Owners Association (VVE). The Board of the VVE is represented by one member in each committee.

- **Technical Committee (TC)**, coordinate repair and maintenance of building for the owners association and does small repairs and replacements
- **Courtyard Committee (BPC)**, improvement and maintenance of the courtyard
- **Audit Committee**, independent of the Board, monitors the accounts of the VVE and, on behalf of the General Meeting of the VVE, yearly controls the financial management of the Board and Winter Valkenier.

See Appendix A: Board and Committees VVE 2010 for contact details of these committees.

Appendix A: Board and Commissions VVE 2010

VVE Administrator

Winter Valkenier

015-270 2978

vvebeheer@WinterValkenier.nl

VVE Board

Gijs Kuenen (No. 131)

Chairman

015 2137840, kuene052@planet.nl

Edgar Wieringa (No. 57)

Treasurer and Vice President

015 2625001 / 06 12506933, edgar.wieringa@gmail.com

Niels Bovendeur (No. 85)

General board member

06 25366085, bovendeur@gmail.com

Bas Streppel

Secretary

0641554138, bas.streppel@gmail.com

Technical Committee

Nelis Bijl (No. 71), nelis@bijlweb.nl

Walter Otto (No. 17)

Courtyard Commission

Arma Feijlbrief (No. 79)

Arjan Beune (No. 103)

Jessica Haket (No. 27)

Elza Lemmens (No. 21)

Michel Castelijns (No. 19)

Audit Committee

Peter de Vreede

Bert Barnhoorn

Appendix B: Boiler, heating / cooling, ventilation

Operation manual for the heating and cooling Heating and cooling.

At a central point in the building heat and cold is being generated. From this point lines run to the separate homes. In your house a heating-cooling unit is installed (the service room, with the ventilation unit the boiler and the distribution heating and cooling unit). From this panel plastic pipes run through the floors. These pipes are needed to transport hot or cold water, heating or cooling of the floor.

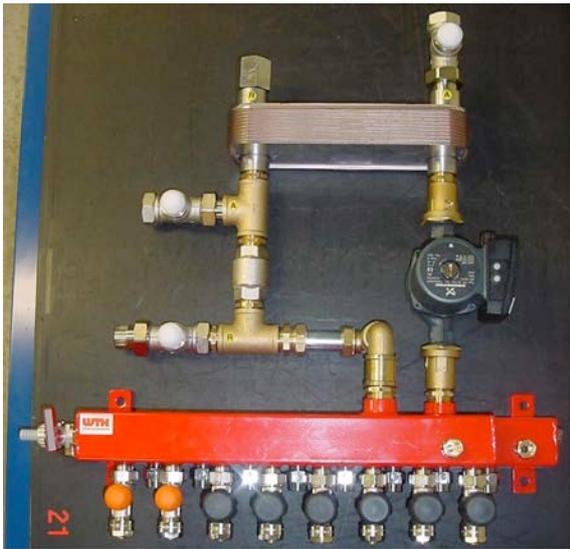


Figure 1: Photo floor heating and cooling unit

Arrangement

The living room contains the main thermostat.

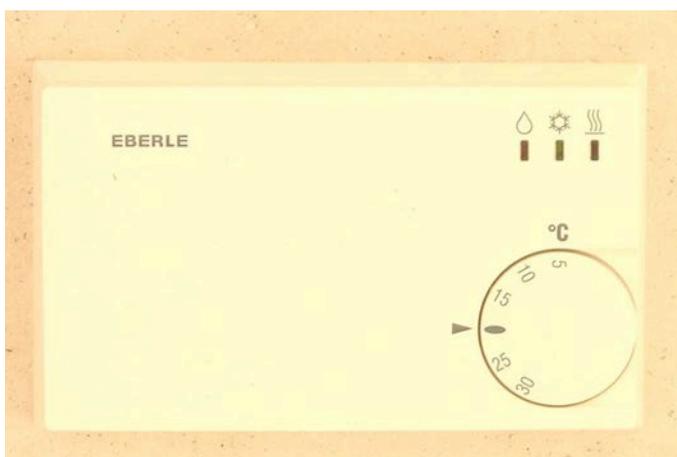


Figure 2: Photo main thermostat

The function and operation of the scheme is as follows:

1. You turn the knob on the main thermostat to the desired room temperature, for example 20 °C.
2. If the temperature in the space is below 20 °C the valves in the heating pipes above the red unit open and warm water flows into the system, as long until the space is heated to 20 °C.

When the sun comes into the room and the temperatures rises, the system will not immediately switch to cooling. Only when the temperature has increased by more than 4 °C (in this case 24 °C) the valves in the cooling lines will open and cold water will start flowing through the pipes in the floor. This will be the area to be cooled to 24 °C. The temperature of 24 °C is maintained, among other things depending on the outside, sun radiation, humidity, etc.

During the period of 4 °C between heating and cooling, the system is at rest, called the dead zone. This set up is designed for energy saving.

In case of a high humidity or condensation the system can also (temporarily) discontinue the cooling process in order to prevent condensation in and on the floor.

The thermostats in de the other rooms are subordinate.



Figure 3: Photo subordinate thermostat

The arrangements in the side rooms are subordinate to the scheme in the main room. So these areas will only be heated / cooled when the main room is also being heated / cooled. Is the main thermostat in the dead zone, then, through the appropriate arrangements with the subordinate thermostat, the relevant side rooms will still be heated.

Cooling: in the service room you will find a small box with a switch to activate the cooling unit, by switching it from the position "Cooling off/automatic" to position "aan". With the switch on the box turned to "cooling off/automatic" the system will prevent the main thermostat from cooling even if the temperature rises above the set-point. This is important if other side rooms still must be heated.

In other words, if you set a thermostat in the side room at 18 ° C while its temperature is below that set point, it will be heated only when the main room is also heated. If however in this example the side room temperature is above 18 ° C, that room will only be cooled when

continued focus on our heating / cooling system and end the relationship with WTH in Dordrecht (the factory) intensifies. Henceforth there will not no longer be sold or in rectifying Failures or to improve our system. The same also applies to our brand of heater Stiebel Eltron. Here again, we intensified contacts with the factory. Again, so that now there no longer a failure or replacement.

Should we be a new contract with Coster to conclude: not really. Attached please find a listing of Coster to find, which he also committed themselves to serving the individual residents of the HOA and Sebastiaanshof Vestehof the reported services. All based on a cost-plus contract, ie when a Failure in the ventilation / cooling and water heater you, please contact to Coster and the problem will be solved naturally charge and under the conditions stated in the offer. You only have a relationship where the activity lasts. So unlike Tempus no contract for one or two years and no maintenance contract because of the installations is said Coster, nothing to maintain. What Coster in turn sympathetically would find that the residents in their turn once the plants have be improved or expanded (eg like mine a thermostat in each room from the room thermostat in each room so that it heats up), he would appreciate it if he can offer a first release. This is to ensure that he alone should pay for the failures and not for the really nice things for an installer. So when you call him for a jam and it would lead to discussions on eg improvement of the system than he reserves the right to be the first one quote. Naturally, that does not mean that you then have another company may contact you for half offer and if you find better for you than those other firms to apply.

However, I have every confidence Coster. Last summer my pump replaced and that it was skillfully done, but I have not even asked Tempus!

Ventilation is another chapter, although the construction of Coster Delfgauw sometimes it does maintenance, it is wiser to turn it will take a specialized firm. I think eg to Easy Vent. Requests for the bid to renew two years old have been submitted, I have not received an answer conclude. Once I get that I let you know.

All residents of the Bastiaanshof Vestehof and may thus now turn to those who Coster until end March 2010 to Tempus stuck. But the latter is of course nothing in the way to even try to Tempus, as there is the possibility to continue to extend the contract with Tempus!

Coster Warmtetechniek b.v.

Distributieweg 52
2645 EJ Delfgauw
015-212 00 83

info@costerwarmtetechniek.nl
www.costerwarmtetechniek.nl

Timer on water heater

I was recently informed that Tempus Delgas to one of the residents have sold a timer as a solution for enabling flow of the night - the ability to tank. Tempus has been resident in that order, now under the existing procedure, the water heater going to help after the Code 8 report and the key was published in the display. This failing has been corrected by the procedure.

The timer was offered for 57 Euro. That is natural and much cheaper than the solution of the firm Chapel since last year to come. The resident had the procedure first of which was now called Chapel 140 Euro (ex) agreed last year instead of 100 Euros (ex) to ask.

For residents, the choice was simple.

And this raises two questions shouted to:

Is the timer on the outlet as well as the supply of Chapel?

Why did Van Kapel its price increased?

Ad. 1 This question I can be brief. The solution of the time switch is still not as good as the solution of Chapel. With a simple timer on the power, everything in the water heater off for instance, the corrosion-formation mechanism. The factory is there still not in favor of and therefore a switching mechanism in the boiler set, used in the solution of Chapel , which among others called anti-rust formation mechanism still keeps working example and the shortcut key can still be used.

As I have said last year is a simple timer not banned and a number of residents from the outset eg a switch from the HEMA and which are a lot cheaper than those of Tempus. Tempus who looks something professional.

I Ad.2 Chapel Of this question before. He told me that the price increase was linked to the fact that his stock of appliances Legrand (type T31 Microwex SUWI) surrounds. Nav action last ten years he has ordered from the factory and then negotiated a discount. If he is on a single order to buy a device he is much more expensive. From Chapel has informed me that if he again 5 simultaneously ordering him back to the 100 ex can come out. If he needs an

order will cost 130 ex. So the residents of Chapel solution still wish to submit their order (Tel.: 2120817) and need to wait until he has received five. Then he orders the five devices and go to work. The device also works well with me about one year now with no complaints and it has been a substantial saving in power costs resulted.

Easy Vent Ventilation

Ventilation is another chapter, although the construction of Coster Delfgauw sometimes it does maintenance, it is wiser to turn it will take a specialized firm. I think eg to Easy Vent. Requests for the bid to renew two years old have been submitted, I have not received an answer conclude. Once I get that I let you know.

Appendix C: Keys

The keys to our building can only be created by a locksmith by bringing the corresponding Nemef certificate. The key to your own front door (and storage) you're the administrator of this certificate. However, if you need a key to the overall door (called 'W7' key) you'll need the general license. This general license is in the management of the board of our VVE.

To ensure that you can create a copy of the W7 key yourselves, the VVE has made an appointment with:

Sleutelspecialist Delft

Verwersdijk 2

2611 NH Delft

015-2133226

www.sleutelspecialistdelft.nl

On the presentation of your personal certificate this company will reorder the 'W7' key for you. We want to emphasize that this company can only serve you if you take along your original certificate. If you have any questions regarding this arrangement, you can ask wij@ewave1.nl or deposit a note to the mailbox of the VVE.

Appendix D: Sunscreening

The mark "Mado" is supplied by several vendors. Business has been done with the company Hoogenboom, Rotterdamseweg 400 F, Delft (015 -2121792).

These are the windshields of 6 mm. Thick polycarbonate plastic for both terraces and balconies, with 2 options: clear transparent and clear "structured" in places where the need for privacy. When the panels are stainless steel mounting clamps on the bars of the existing fences are installed. All this is provided by Verbeek Glashandel, Ampèreweg 9, Delft (015 - 2574995).

Appendix E: Insurance against fire and damage

Fire Insurance / loss of inventory: private insurance.

Note: in the home insurance (AEGON) from our whole apartment building is fixed for an additional item inventory of 30,000 Euro (thirty) per apartment included ("ownership interest"). See Annex AEGON insurance under clause 92. "Ownership Interest" cover all parts of the inventory stuck in the apartment: glued / brick tiles or parquet, the fixed kitchen furniture, including built-in ovens, refrigerators and built-freezers and all fixed accessories in bathrooms. Floor coverings such as carpet, glued or not glued, and loose wooden or plastic flooring covered by private insurance. If the ownership interest is too small: can separate supplementary insurance policy on each individual apartment owners association, please check with Winter Valkenier.