

LISTING WITH CITY RETREAT

Welcome to City Retreat! We're thrilled that you're considering partnering with us to list your property as a serviced apartment. This document is designed to guide you through the entire process, outlining the simple steps to take, the standards and amenities your property should offer, and the necessary information we require. Additionally, it includes details of our service agreement we would sign between you and City Retreat, and the tenancy arrangements we utilize with tenants. Our goal is to make this journey as smooth, easy and rewarding as possible, ensuring that your property not only meets expectations but exceeds them, providing a wonderful experience for you and your guests. Thank you for choosing City Retreat. We look forward to a successful partnership.

1. APARTMENT HANDOVER REQUIREMENTS

Ensure your property meets our standards. City Retreat apartments must meet the levels that we guarantee to our clients. Corporate clients rarely view apartments before they book so it is important we can establish expectations and service levels. **See our 'Apartment Handover Requirements' on page 2.**

2. PROVIDE PHOTOS & LIST OF AMENITIES

Provide City Retreat with photos and list of amenities and let us find you candidate options to consider. Our clients will rarely view apartments before booking so accurate photos and accurate are important.

3. SIGN OUR SERVICE AGREEMENT

Once you approve a candidate, we will visit the apartment to say hi, take a look around and pick up one set of keys. We will send you our owners serviced agreement via Docu Sign (**see page 3**).

4. PROVIDE CITY RETREAT WITH INFORMATION

To ensure we have a well maintained property with friendly happy tenants and neighbours, we require the following information:

1. House and VVE rules. By default, parties are not allowed. Smoking and pets are not allowed without prior consent. We ask all tenants to be respectful of our friendly neighbours. We ask all tenants to be conscious of energy usage and provide advise on how to do so.
2. Property user manual including how to use appliances and heating, how to collect post, how to dispose of garbage and how to connect to the internet.
3. Bank details (where you will receive the rent)
4. House rules
5. When was the boiler last serviced, and if you have a preferred supplier to service your boiler
6. Do you have any preferred supplier for general maintenance (electrical, plumbing, misc. repairs/installations)

5. LEAVE THE REST TO US

There is very little more you must do now and you can leave the rest to us. You will receive the rent on time and property inspections before and after every tenant stays.

Thanks for considering working with City Retreat and please feel free to ask any questions.

APARTMENT HANDOVER REQUIREMENTS

Below you will find the full list of unit requirements before CR will onboard property(s). The unit(s) needs to contain these, for us to accept a handover and Go-Live with corporate rentals.

POWER OF CERTIFICATION

You are the owner of the property or have written permission from the owner to rent out their furnished apartment.

FULLY-FURNISHED / STATE

Your apartment is fully furnished in a way which allows tenants to move in with nothing but a suitcase and feel at home. Personal items such as clothes, shoes, photos, expensive artwork, and private devices should be removed and/or put in storage. In addition, the apartment must have:

- Inviting, and cohesive interior, providing a fresh and bright feel throughout all spaces.
- Homely and comfortable items such as pillows, cushions, throws, pictures and warm lighting
- All appliances, all drawers, cupboards, in built features, furniture, and windows etc., in working order.
- All electrical connections and switches working, along with bulbs in all lights.
- Curtains or blinds on all main windows and bedroom windows.
- No outstanding maintenance issues.

IMPORTANT ITEMS

Your apartment must be equipped with the following items:

- 3 sets of keys + 1 key extra for every bedroom more than two bedrooms. Example: 2 bedrooms = 4 keys.
- All kitchen utensils, cooking equipment and cutlery (including coffee machine, kettle & toaster).
- 200cm x 200cm duvets (to fit our linen size) and four pillows per bed.
- Hairdryer, iron and iron board.
- All cleaning equipment (including vacuum/mop/bucket).
- Access to a washing machine - either in the apartment or in the same building and a drying rack (if there is no dryer)
- A table (dining table is acceptable), a chair, and nearby socket so tenants can work in the unit.
- Deep cleaned. After handover, CR will arrange and carry out the cleaning during and after the tenants stay.

UTILITIES & INTERNET

The accommodation includes all utilities (gas, electric, water) capped up to a cost stated on the rental agreement. This cap primarily incentivises tenants to be cautious and use energy responsibly. The accommodation offers high-speed Wi-Fi access without data limitations or additional costs.

ENTIRE APARTMENTS

Designed for temporary living of the entire unit. We do not accept subletting of rooms or sections of the apartment.

HOUSE & VVE RULES

You will provide CR with a list of all house and VVE rules. By default, we communicate the following:

- Parties, pets (without prior consent) and smoking are strictly forbidden.
- All tenants must be respectful to our friendly beloved neighbours
- All tenants must be energy conscious which includes making sure lights and the heating is switched off when not needed.

APARTMENT MANUAL

You will provide CR with a property manual detailing instructions for apartment amenities, including Wi-Fi login, mailbox location, and garbage disposal guidelines. This can also include useful information about local services and connections.

SERVICE MANAGEMENT AGREEMENT

THE PARTIES:

Owner or legally authorized to represent

Name: -----
Address: -----
E-mail address: -----
Phone number: -----

Hereinafter referred to as "**Owner**",

and

Contracted party: City Retreat B.V.
Address: Haarlemmerweg 331-333 (A), 1051 LH,
Amsterdam, The Netherlands
E-mail address: bookings@cityretreat.com
Phone number: +31 8 50 02 42 01
KvK: 86852760

Hereinafter referred to as "**CR**",

Whereas:

- CR provides property management services;
- The Owner owns and/or has the legal authority to represent one or more properties in The Netherlands and is authorized to rent out these properties;
- The Owner wants to rent out the Property as specified in article 1 to parties by engaging CR as intermediate and manager;
- The Owner and CR want to confirm the engagement of CR and the agreed terms in this Service Management Agreement (the "**Contract**").

1. THE PROPERTIES:

1.1 Address(es)

The Owner guarantees that she \ he is entitled to rent out the following properties to third parties:

1. -----
2. -----
3. -----
4. -----
5. -----
6. -----
7. -----

Hereinafter (together) referred to as "**Property**".

1.2 Property Management

With regards to the Property, the Owner instructs CR to carry out the Services as described in article 2 and article 3.

2. THE RENTAL PROCESS:

2.1 Rental Valuation:

CR will assess the Property to see if it would qualify as a serviced apartment for our CR's clients. If so, CR will provide a rental valuation and estimated yearly revenue generation, based upon the property size, rooms and condition. CR will suggest on possible improvements.

2.2 Tenant Acquisition:

CR is tasked with identifying potential tenants. The Owner retains the right to approve or reject these candidates.

2.3 Tenant Approval:

Tenant approval will be sought from the Owner, who will be provided with details including rental duration, rate, employment status, and tenant profile (e.g., smoking habits, pet ownership).

2.4 Tenancy Agreement:

Upon Owner approval, CR is authorized to secure a tenancy agreement contract (appendix 2). (hereafter: "**Tenancy Agreement**"). CR will secure tenant ID documents.

2.5 Cancellation fee:

CR will collect the first month's rent as a non-refundable payment, payable to the Owner, if the Tenancy Agreement is terminated by the tenant 48 hours after entering into the Tenancy Agreement and one month before the Tenancy Agreement commencement date.

2.6 Rent Collection:

CR pays all payments to the owner on the 1st of each calendar month, regardless of if the tenant pays.

2.7 Tenancy Agreement Termination:

Tenants may terminate the Tenancy Agreement with one month's notice.

3. THE MANAGEMENT SERVICES:

3.1 Rental Payment Guarantee:

CR ensures timely rental payments to the Owner, irrespective of tenant payment status.

3.2 Tenant Obligations:

CR will inform tenants of their responsibilities under the Tenancy Agreement.

3.3 Inventory and Condition Reports:

CR will compile comprehensive reports on Property condition and inventory, including photographic evidence, to be signed and acknowledged by the tenant at the start and end of the Tenancy Agreement.

3.4 Operational Responsibilities:

CR assumes responsibility for all aspects of operating a serviced apartment.

3.5 Housekeeping Services:

CR will provide fresh linen, towels, laundry, and cleaning services both during and after tenant occupancy.

3.6 Client Assistance:

CR serves as the primary contact for tenant queries and needs.

3.7 Maintenance and Repairs:

CR covers maintenance costs up to €300 for the initial visits. Additional repairs or costs will be communicated to the Owner for approval.

3.8 Emergency Repairs:

For urgent issues (e.g., leaks), CR is authorized to undertake high priority and necessary repairs at market cost to prevent & minimise further damage without prior Owner approval. These costs are at the expense of the Owner.

3.9 Property Inspections:

Regular Property inspections will be conducted by CR, with relevant findings reported to the Owner.

3.10 Safety Compliance:

CR will ensure compliance with gas safety regulations, arranging annual services at the Owner's expense.

4. THE POWER OF ATTORNEY:

4.1 Entering into Tenancy Agreement

The Owner grants an exclusive power of attorney ('volmacht' ex art 3:60 DCC) to CR to conclude a Tenancy Agreement for the Property on behalf of the Owner, under the conditions that:

- a. the Owner has approved the tenant;
- b. the Tenancy Agreement formats (appendix 2) are used.

4.2 Enforcing payments

The Owner grants an exclusive power of attorney ('volmacht' ex art 3:60 DCC) to CR to take all necessary (legal) measures to enforce payment under the Tenancy Agreement.

4.3 Maintenance and emergency repairs

The Owner grants an exclusive power of attorney ('volmacht' ex art 3:60 DCC) to CR to take carry out maintenance and emergency repairs as described under article 3.7 and 3.8.

5. THE FEE:

5.1 No Tenant, No Fee:

CR charges no fees in the absence of a tenant.

5.2 Service Fee:

Upon tenant approval (including the rent), CR can deduct up to 20% of the total revenue as a service fee for tenant acquisition and management services as described in this Contract.

5.3 Guaranteed Payments:

CR ensures timely rental payments to the Owner.

5.4 Renewal/Extension:

In cases of Tenancy Agreement renewal or extension, CR's fees continue unless otherwise agreed in writing.

5.5 Payments

CR transfers the agreed rent to the Owner. CR's service fee (up to 20% of the rent) remains at CR.

6. THE ACCURACY OF INFORMATION:

6.1 The Owner guarantees the accuracy and completeness of all information provided to CR.

7. THE TENANT REFERENCING:

7.1 Tenants will provide identification and sign the Tenancy Agreement. Corporate tenants may not require credit referencing but will undergo suitable checks.

8. THE TENANT AGREEMENT & DEPOSIT:

8.1 CR will secure a deposit from tenants, adhering to Dutch law and the terms of the Tenancy Agreement, to cover damages.

9. THE OWNERS RESPONSIBILITIES:

9.1 Rental Restrictions:

The Owner guarantees that there are no restrictions on letting the Property. If applicable, the Owner received permission from the VvE and acquired all permits and other necessities to rent out the Property.

9.2 Safety Alarms:

The Owner ensures that there is a smoke and carbon monoxide detector installed.

9.3 Insurance Notification:

The Owner will inform their insurer of the Property's rental status if required to do so.

9.4 Fire Safety Compliance:

The Owner ensures all furniture meets fire safety standards.

9.5 Electrical Safety:

The Owner is responsible for the safety of electrical systems.

10. THE TERMINATION OF THIS SERVICE AGREEMENT:

10.1 Pre-Tenancy Agreement Termination:

Both parties may terminate this service agreement at any time, with immediate effect if no tenant has been approved.

10.2 Post-Tenancy Agreement Termination:

Once a tenant is approved and a Tenancy Agreement is concluded, the Contract cannot be terminated ('opzegd' or 'ontbonden'). The parties have to wait until the Tenancy Agreement has ended. If the Owner requires early termination, CR will endeavour to facilitate this, very often successfully, subject to mutual agreement with the tenant and following Dutch rules.

11. THE LIABILITY AND INDEMNIFICATION:

11.1 Limitation of Liability:

CR's liability in connection with the Contract and Tenancy Agreement is limited to direct damages and shall not exceed the total service fees received by CR in the preceding 12 months except in the case of non-rental payments from the tenant. In which case CR guarantees timely rental payments to the Owner.

11.2 Indemnification:

The Owner agrees to indemnify CR against all claims, costs, damages, and expenses arising from the Owner's breach of this agreement or any misrepresentation.

12. THE DISPUTE RESOLUTION:

12.1 Governing Law:

This agreement is governed by and construed in accordance with Dutch law.

12.2 Dispute Handling:

Any disputes arising out of or in connection with this agreement shall be resolved through negotiation. If unresolved, disputes shall be submitted to the District Court of Amsterdam.

13. THE AMENDMENTS AND MODIFICATIONS:

13.1 Written Agreement Required:

Any amendments or modifications to this Contract must be made in writing and signed by both parties.

14. THE ENTIRE AGREEMENT:

14.1 This Contract constitutes the entire agreement between CR and the Owner regarding the subject matter herein and supersedes all prior agreements, understandings, negotiations, and discussions, whether oral or written.

SIGNATURES

This Contract is executed by the undersigned parties as of the date last written below.

Signed by the Owner: _____

Date: _____

Signed by CR: _____

Date: _____

Appendix I: Tenancy Agreement

Appendix 1: Tenancy Agreement - Residential Accommodation

Address :
Start date :

THE UNDERSIGNED:

Represented by **City Retreat B.V.**, KVK-number: 86852760 with office at Lijnbaansgracht 111-hs, 1016KT, Amsterdam, The Netherlands, hereafter: "**Lessor**" and,

Name(s) :
Nationality :
Passport number(s) :
Current Address :
Occupation :
Email(s) :
Contact Number(s) :

Hereafter (if applicable both jointly and each individually) to be called "**Lessee**",

WHEREAS:

- This agreement refers to the apartment, located at: hereafter: "**rented premises**";
- City Retreat B.V. (hereafter: "**CR**") works on behalf of the owner
- CR is granted a power of attorney to conclude a tenancy agreement between the owner and Lessee regarding the rented premises;
- The Lessee works, studies, or resides in the Netherlands and requires residential accommodation;
- CR is the manager of rented premises. CR is the Lessee's point of contact for all questions and remarks.
- The Lessor and Lessee opt for a tenancy agreement for a fixed term with a diplomatic clause as meant in article 7:274 sub 2 Dutch Civil Code. This means that – in case where the owner will need the house again for himself- the Lessee must vacate the premises ultimately on the last day of the rent, unless the Lessor and Lessee agree before on an extension of the rent with another fixed period.
- The Lessee will have to vacate the premises ultimately on the last day of that rent, unless the Lessor and Lessee agree before that date on an extension of the rent with another fixed period.
- During the rental period, the Lessee can terminate the agreement on every day, concerning a one (1) calendar months' notice period.
- The rented premises is fully furnished;
- The Lessee declares that all personal data he provided is both complete and correct;
- The use of the rented premises by the Lessee is limited to residential purposes and not to carry illegal (including immoral) purposes. Lessee is obligated to use the rented premises in a proper manner and not cause any (type of) nuisance. Furthermore, smoking is not permitted in the rented premises and pets are not allowed on the rented premises without prior written consent of the Lessor/CR;
- The condition of the rented premises is described in the Inspection report as attached and initialled by the parties;
- The rent is to be paid in advance, without any discount or right to compensation possible;
- Charges for international transfers or payments are for the account of the Lessee.
- The Lessee must take every precaution to prevent damage to the rented premises. The Lessee is obligated to report any damage in or to the premises to CR at once. Should the Lessee be negligent in this matter, all resulting costs will be for the account of the Lessee.
- In case of the intended sale, re-letting, or the execution of necessary maintenance and repairs, the Lessor/CR or their authorized representative is entitled to arrange for the rented premises to be viewed or for the work to be carried out on working days and working hours (or in a weekend if agreed), provided an appointment is made at least one day in advance. In this respect, the Lessee shall see to it that during their holidays or other prolonged absence, access to the rented premises is possible and that this possibility is known to CR.
- Lessee undertakes to vacate the rented premises on the final date, to remove all personal belongings and to deliver the rented premises in a condition identical to that at the start of the rent considering normal wear and tear. Furthermore, Lessee agrees to thoroughly clean the rented premises and return all keys to CR. Where Lessee does not meet the undertakings, Lessor has the right to clean and perform the necessary repair of the rented premises at Lessee's expense. Reasonable wear and tear remain the liability of the Lessor.
- The Lessee is not entitled to change anything of a permanent nature to or in the rented premises, including driving nails and/or screws or applying stickers to the walls, changing locks, etc. unless the CR give their explicit prior written consent to do so.
- The Lessee is not entitled to let, sublet, or grant use of the rented premises or part of them in any way possible to third parties, including via Airbnb.com and any other short-stay marketing channels.
- Any amendments or additions to this tenancy agreement must be made in writing and signed by both parties;

CCR

Lessor initials

Lessee initials

HAVE AGREED AS FOLLOWS:

1. This agreement has been entered for maximum term of months.
2. The Lessee will have to vacate the premises ultimately on the last day of that rent, unless the Lessor and Lessee agree before that date on an extension of the rent with another fixed period.
3. The diplomatic clause as meant in article 7:274 sub 2 Dutch Civil Code applies. This means that – in case the Lessor will invoke the diplomatic clause because the owner will need the house again for himself- the Lessee must vacate the premises ultimately on the last day of the rent.
4. This tenancy agreement has been entered into a term, with effect from
5. **During the rental period the Lessee can terminate the tenancy agreement on any calendar day, with respect to a one (1) calendar month notice period and is to be given by email to 'bookings@cityretreat.com'.**
6. Cancellation of this tenancy agreement can be made free of charge up to one month before the start date. After this date, there is a one-month rent cancellation fee.
7. As from the effective date of this tenancy agreement, the Lessee's payment obligation will be € per month which includes:
 - 1) The rent of the property amounting to € per month.
 - 2) The use of available furniture, features, and equipment in the apartment amounting to € per month.
 - 3) The fees in connection with the supply of electricity, gas and water amounting to € per month.
 - 4) The costs for the services including City Retreat's apartment guarantee, booking administration, tenant admin and moving support, comprehensive maintenance support and the provisioning of laundry, linen, towels, and cleaning, amounting to € per month.
8. Before the effective date, the Lessee will pay a security deposit in the amount of € as a guarantee of due compliance with his obligations. After the agreement has been terminated, the deposit will be returned to the Lessee less the deduction of any charges the Lessee is due to pay the Lessors, and an indemnification for any damage done to the rented premises or furniture, and/or for incomplete inventory, cleaning costs and, where necessary, dry-cleaning. The deposit will be settled within fifteen days after the termination of the agreement at the latest. The security deposit will not accrue interest.
9. All payments shall be made before the start of the month by way of a wire transfer to the bank account of CR (Bank name: ING Bank - Account holder: City Centre Retreat, IBAN: NL05INGB0008066741, with reference [invoice number];
10. In case the tenancy agreement is continued for more than one year, the rent will be examined annually on the first day of the contract, based on the consumer's index of all households (CPI), calculated by the Central Bureau of Statistics with a maximum increase of 4%. The rent cannot be decreased.
11. Unless otherwise provided in this agreement the following costs are for the account of the Lessee: repairs and replacements arose through the fault of the Lessee, their family, visitors, or pets; insurance of their personal belongings in the rented premises; broken windows; telephone connection point (if required); professional cleaning of the rented premises during the rental period.
12. For the account of the Lessor are the costs for (a) real-estate tax associated with ownership of the building, (b) (local) government taxes associated with leasehold, (c) insurance of building structure, (d) the insurance premiums covering the premises and the contents belonging to the Lessor, (e) the subscription for connection and consumption of internet, (f) the consumption of water, electricity, and gas up to the value of € per month, (g) professional cleaning of the rented premises, (h) priority repairs and maintenance service which must be resolved as soon as reasonably possible, (j) supplying linen, towels, hair dry, kitchen utensils, iron, iron board and a hairdryer.
13. If more water, gas, and/or electricity than the value as specified in article 12, the surplus is at the expense of Lessee.
14. As prohibited by law the Lessee is required to pay for the residential taxes related to the tenant such as property water authority charges, environmental levies, including surface water pollution levy and the waste water purification levy.
15. This tenancy agreement requires the parties to comply with the statutory provisions of residential accommodation, to the extent not provided otherwise herein. The 'GENERAL PROVISIONS FOR TENANCY OF RESIDENTIAL ACCOMMODATION', as drawn up on 20 March 2017, filed with the Clerk of the District Court at The Hague on 12 April 2017 and are registered there under number 2017.21, hereinafter referred to as the '**general provisions**', (**appendix 2**) apply to and form part of this tenancy agreement. Such general provisions are known to the parties. The Lessee has received a copy. The general provisions will apply except to the extent expressly provided otherwise in this tenancy agreement or if application of these general provisions is not possible in respect of the rented object.
16. The Lessee incurs, without further notice of default, an immediately payable penalty, not subject to judicial mitigation, for each day that the breach continues, as specified in **appendix 3**, that applies to and forms part of this tenancy agreement.
17. This tenancy agreement is governed by Dutch law.

All notices to the Lessor can and should be sent to CR by using the following addresses:

Address: Lijnbaansgracht 111-hs, 1016KT, Amsterdam, The Netherlands | Email: bookings@cityretreat.com

This drawn up in triplicate on in Amsterdam and signed,

LESSOR Signature:

LESSEE Signature(s):



Appendices: [1] [General provisions for tenancy of residential accommodation](#), as drawn up on 20 march 2017 [2] Property Inspection report (to be sent at the time of completion) [3] Penalty clauses [4] Good Landlordship Act

CCR
Lessor initials Lessee initials

Appendix 3 – Penalty clauses

1. Penalties for breaching obligations: The Lessee and the Lessor agree that if one of the parties fails to comply with their obligation(s) under the following provision(s), he will forfeit a penalty to the other party as stated below:

a. Penalty for violating articles 1, 9, 13.1, 13.2, 14.1, 14.3 sub a, 14.4, 21.1 and 21.2 of the (ROZ 2017) general terms: A penalty of € 50,- for each calendar day that the violation continues, for violating article 1 (use), 9 (garden), 13.1 and 13.2 (reporting damage), 14.1 (common areas), 14.3 sub a (pets), 14.4 (nuisance), 21.1 and 21.2 (deposit) of the general provisions, with a maximum of € 5.000,-, without prejudice to his obligation to still comply with this obligation and without prejudice to the parties' right to (additional) compensation;

b. Penalty for violating articles 4.1, 4.2, 8, 10, 14.2 and 14.3 sub b of the (ROZ 2017) general terms: A penalty of € 100,- for each calendar day that the violation continues, for violating article 4.1 and 4.2 (changes and additions), 8 (antennas), 10 (sunscreen), 14.2 and 14.3 sub b (advertising, ventilation and smoke ducts) of the general provisions, with a maximum of € 10.000,-, without prejudice to his obligation to still comply with this obligation and without prejudice to the parties' right to (additional) compensation;

c. Penalty for violating article 1.3 of this rental agreement and articles 12, 15.2 and 19 of the (ROZ 2017) general terms: A penalty of € 150,- for each calendar day that the violation continues, for violating article 1.3 (change of destination) of this rental agreement and article 12 (access), 15.2 (dangerous substances), 19 (timely and correct delivery) of the general provisions, with a maximum of € 15.000,-, without prejudice to his obligation to still comply with this obligation and without prejudice to the parties' right to (additional) compensation;

d. Penalty for violating article 2 of the (ROZ 2017) general terms: A penalty of € 2.500,- per violation, plus an additional penalty of € 250,- for each calendar day that the violation continues, for violating article 2 ((temporary) subletting) of the general provisions, with a maximum of € 30.000,- without prejudice to (i) his obligation to still comply with this obligation and (ii) the parties' right to (additional) compensation, and (iii) the obligation to pay the profit that he (estimated) has enjoyed by acting in violation of this prohibition;

e. Penalty for violating article 14.3 sub c of the (ROZ 2017) general terms: A penalty of € 5.000,- per violation, plus an additional penalty of € 500,- for each calendar day that the violation continues, for violating article 14.3 sub c (hemp and the like) of the general provisions, with a maximum of € 50.000,-, without prejudice to (i) his obligation to still comply with this obligation and (ii) the parties' right to (additional) compensation, and (iii) the obligation to pay the profit that he (estimated) has enjoyed by acting in violation of this prohibition;

2 Penalties for other breaches of the (ROZ 2017) general terms and the tenancy agreement: For each breach of an obligation under the tenancy agreement and the accompanying (ROZ 2017) general provisions, unless already mentioned in article 1 of this appendix, the party incurs to the other party a penalty of € 25,- per calendar day, with a maximum of € 2.500,-, without prejudice to his obligation to still comply with this obligation and without prejudice to the parties' right to (additional) compensation.

Appendix 4: Information letter – Good Landlordship Act

Dear Reader, The Good Landlordship Act ('WGV') came into effect on July 1, 2023. Under the WGV, several new rules apply to residential tenancy agreements entered into after July 1, 2023. Therefore, Lessor would like to inform you as follows.

Use of the rented premises

As a tenant, you are obliged to use the rented premises exclusively as residential space. Other use of the rented premises is not permitted. If you do not comply with this obligation and use the rented premises for other purposes, the tenancy agreement may be terminated and you will owe compensation and/or a fine to the Lessor

Access to the rented premises without your permission

In principle, the Lessor and CR may only enter the rented premises with your permission. In several cases, however, it is not permitted to refuse access and you must therefore allow the Lessor and CR to enter the rented premises (or a third party). This applies in the following situations:

There is an urgent emergency situation that requires immediate intervention; Urgent work must be carried out on the rented property within the meaning of Article 7:220(1) of the Dutch Civil Code (BW); Patrizia wishes to proceed with renovation under the continuation of the lease agreement as referred to in Article 7:220(2) of the Dutch Civil Code, to which you have agreed or for which the court has decided that Patrizia has made a reasonable proposal; According to Article 5:56 of the Dutch Civil Code, Patrizia must allow work to be carried out for the benefit of a neighboring property; Entry into the rented property is for the purpose of an inspection for sale or new rental as referred to in Article 7:223 of the Dutch Civil Code.

Various tenancy agreements

Various tenancy agreements offer tenants different rights in terms of rent protection and rental price protection. You can find the types of rental agreements and rental price rules on:

<https://www.rijksoverheid.nl/onderwerpen/woning-huren/vraag-en-antwoord/verschillende-soorten-huurcontracten-voor-een-woning>. The rules regarding the annual rent increase can be found on: <https://www.rijksoverheid.nl/onderwerpen/woning-huren/vraag-en-antwoord/welke-regels-gelden-er-voor-een-huurverhoging>.

Defects

If there is a defect in the rented premises, you can contact CR, the manager of the rented premises to carry out fixes including those categorised as minor repairs. If you want to know what is meant by 'minor repairs', the Lessor refers you to:

<https://www.rijksoverheid.nl/onderwerpen/woning-huren/vraag-en-antwoord/welke-kosten-zijn-voor-de-huurder-en-welke-voor-de-verhuurder>.

Rent committee and subdistrict court judge

For disputes about, for example, the rental price, service costs and defects, you can contact the rental committee or the district court. It depends on the type of tenancy agreement whether you have to go to the rental committee or the district court. For more information, the Lessor refers you to:

<https://www.rijksoverheid.nl/onderwerpen/woning-huren/vraag-en-antwoord/wanneer-kan-ik-terecht-bij-de-huurcommissie-en-wanneer-bij-de-kantonrechter>.

Deposit

The deposit gives the Lessor some security in case you do not pay the rent (on time) or if the rented premises is damaged. The tenancy agreement states whether you have agreed on a deposit and what the amount is. After the tenancy agreement ends, the Lessor is obliged to refund the deposit to you within 14 days, unless:

- You have delivered the rented premises damaged; or
- You have not yet paid the rent and service costs

In these cases, the remaining deposit will be refunded to you after settlement within 30 days after termination of the rental agreement. You will receive a specification of the costs.

Service charge

Service costs are costs that the Lessor incurs for certain items and services that are additionally provided to you in connection with the occupancy of the rented premises, such as a utilities, furnishings, priority and comprehensive maintenance support including those considered 'minor', linen, towels and laundry. In the tenancy agreement you can see for which items and services service costs are charged and receive an annual breakdown of the service costs incurred.

Contact details manager

For questions and complaints about the rented property, please contact CR – the manager. The contact details of CR are: City Retreat B.V. Lijnbaansgracht 111-hs, 1016KT, Amsterdam, The Netherlands | Email: bookings@cityretreat.com

Municipal reporting point

For questions and complaints about non-compliance with the rules of good landlordship, you can contact the municipal hotline via: <https://www.amsterdam.nl/veelgeraad/Meldpunt-problemen-met-verhuurders>