

NEWSLETTER DE HOGE HOUT

MVGM Property Management

Autumn 2016

About MVGM
Window Cleaning
Pagina -1

Tips for pleasant residency,
What to do in case of an emergency / a fire?
Pagina -2

Newsletter

We're aiming towards adequately informing our residents about general affairs which influence your residence. We hope that you read this newsletter with pleasure.

About MVGM

MVGM is the real estate advisor. We take the full or partial control off the hands of our clients concerning the property portfolio. With approximately 600 employees and a nationwide coverage of 20 offices, we take care of the property management of our clients, advising and carrying out taxations, and the purchase, sale, leasing, rental of property. By combining the forces of our multiple business units, MVGM is able to offer a completely integrated approach of (international) experience and knowledge of local developments.

MVGM Property Management is part of MVGM and manages 60.000 rental residency throughout The Netherlands. MVGM manages 50.000 apartments of the Homeowner Associations, 1.5 million square meters of office- and commercial properties and 1.5 million square meter of retail property. With this, MVGM is the largest property service provider of The Netherlands.

Window Cleaning

As a result of the defects and disruptions regarding the gondolas, the window cleaning has only been done twice this year.

The schedule for the window cleaning in 2017 has been announced and is as follows:

- week 4
- week 18
- week 31
- week 44

For questions / malfunctions

Customer Contact Centre
(KCC) 088-4324100
kcc.wonen@mvgm.nl

Erwin Derkx
Servicemanager/caretaker
06-33325030
availability:

On Mondays from 8 AM till 16:30 PM
On Thursday from 1 PM till 16:30 PM

Remco Weeber
Accountmanager
020-5217221
r.weeber@mvgm.nl

Jorrit Ootes
Technical Manager
020-5217226
j.ootes@mvgm.nl

Alexander Vlieger
Technical inspector
020-5217229
aa.vlieger@mvgm.nl

Nathalie Verduyn Lunel
Commercial Employee
020-5217213
nt.verduyn@mvgm.nl

Colophon

We're aiming towards informing you multiple times a year about developments and useful tips through these newsletters.

Do you have any suggestions to improve our newsletter? Please do not hesitate to contact us.

Tips for pleasant residency

To maintain a pleasant living environment in and around the compound for everyone, we composed a list of some useful tips:

- Take unwanted printed matter with you and don't leave this behind in the hallway or elevator.
- Put misdirected mail back in the mailbox of Post NL or deliver it yourself on the correct address.
- **Be watchful against pollution of the common areas and the neighborhood. Don't use the hallways of the storage spaces as actual storage space. It's not a pleasant view when the common areas are used as storage or bike rack. It also obstructs the fire safety of your residential building.**
- Dispose of your cigarettes in the therefore intended trash cans. If you smoke on your balcony or on the gallery, do not throw the left overs downstairs.
- Keep dogs leashed inside the building and make sure other animals aren't a nuisance (for instance via the balcony) to other tenants.
- Contaminations (trash) should be cleaned directly.

What to do in case of an emergency / a fire?

1. Stay calm.
2. Save or alarm people who are in acute danger.
3. Call 112 (the dutch 911) and make sure to be put through to the fire department of your residence (town / village).
4. Make sure to give the following information to the person on the other end of the line;
 - The address of the emergency;
 - State your name, address and telephone number;
 - Where is the fire? Living room, kitchen, chimney, attic?
 - Is someone injured, are there people missing?
 - Is there anything extra of importance that the fire department should know? (for instance the presence of gas cylinders..)
5. Alarm other tenants and make sure that they leave the building fast but safely.
6. In case of smoke, stay low to the ground: the lower to the ground, the lower the temperature and the least amount of smoke.
7. Close windows and doors whilst leaving.
8. Escape to a safe meeting point.
9. Do **not** use the elevators in case of fire.
10. Stay close (but in safe distance) to the residence, to be able to inform the fire department on arrival.

Continuation What to do in case of an emergency / a fire?

Explanation

1. Staying calm saves lives, panic causes injuries.
2. What should be done first, calling 112 or alarming / saving people, is a true dilemma. Only take direct actions when waiting is not an option. Don't take any risks! You're not a professional or dressed to take actions in a fire situation. A fire can spread rapidly. You are in great danger whilst entering a burning building or room!
3. The national standard for the fire department to be on the spot is 8 minutes. Each minute you wait to call the fire department, also affects the time of arrival of the fire department.
4. Lack of information, or false information, causes delay for the fire department, all risks included.
5. When the building is equipped with a manual fire alarm or an evacuation system, press to activate these systems.
6. Smoke is the number one risk in case of fire: all smoke is poisonous / toxic and stifling.
7. Each closed door slows down the spreading of fire for at least 20 minutes. Hereby, adjoining buildings or rooms could be maintained. Closed windows and doors obstruct the supply of oxygen and also the spreading of smoke. The last point mentioned is essential when you can't escape the building.
8. A safe meeting point has enough distance to the building, which also keeps you safe in case the building collapses. Be aware of windows which can explode caused by the heat. Keep a safe distance to these as well.
9. In case of a power outage, you are trapped. You might be trapped in close distance to the fire.
10. Some information can be essential to the fire department: what is the shortest route to the room (mapping of the apartment), are there people or animals still inside? The right person to inform on the spot, is the commander in charge. The person in charge is recognizable wearing a yellow vest or a single red strap / ribbon on the helmet.