

## PROCEDURE HOW TO RESERVE A ROOM

### Step 1

Register yourself online through the Shortstay Reservation System.  
First fill out your personal details like name, address and date of birth.

### New registration

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**Primary Applicant**  
First name initial(s):   
Surname prefix:   
Surname:   
Gender:   
Date of Birth (dd-mm-yyyy):   
Nationality:   
Marital status: 

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**Logon account**  
Logon Name: 

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You can choose a logon name yourself. Make sure you can remember it easily.

### New registration

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**Address**  
Country:   
Street:   
House Number:   
House Number Extension:   
Postal Code:   
City: 

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**Communication**  
Mobile Phone:   
Home Phone:   
Primary Email Address:   
Secondary Email Address: 

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**Preferences**  
Smoking allowed: 

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At the next step you apply for the rental period. Please note that you can only rent a room for a fixed and limited period of time. This period is similar to the programme of your educational institution and is for a maximum of 12 months. See 1.4 of the Terms & Conditions for an exact description of the rental periods. All reservations are subject to the general Terms & Conditions and the Tenants' Manual which also can be found on our website [www.shortstay.nl](http://www.shortstay.nl).

The screenshot shows a web form titled "New registration". The form fields include:

- Desired rental period:** "From (dd-mm-yyyy):" and "To (dd-mm-yyyy):" (both empty text boxes)
- I'm searching for housing offered by:** Radio buttons for "Housing corporation" and "Company/University (the next two fields are required)".
- Company/University:** A dropdown menu currently showing "[None]".
- Department/Faculty:** A text box with the placeholder "First choose Company/University:".
- Home University:** A text box.
- Income above household (€):** A dropdown menu showing "[Select]".
- An "Info" link next to the income dropdown.
- Buttons for "Previous", "Finish", and "Close" at the bottom right.

Callout boxes provide the following instructions:

- A box pointing to the "Company/University" dropdown: "Make sure you fill in the correct rent period. Select **Company/University**, then INHolland University of Applied Sciences, then International Office."
- A box pointing to the "Income above household" dropdown: "Please note that we ask for your income in the year you will stay in Holland and not from your parents."

Once your registration is completed you will receive a **confirmation of application** per email

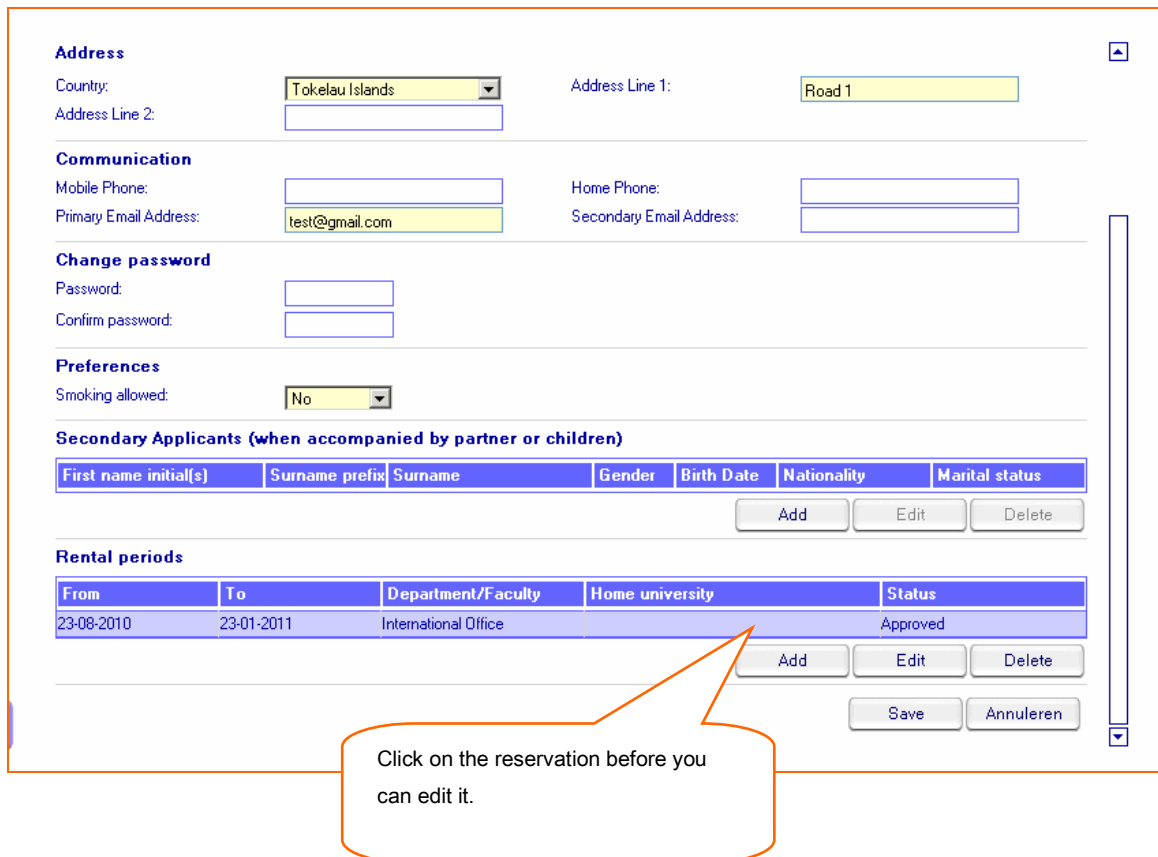
## Step 2

A copy of the **confirmation of application** will be send to the International Office and they will approve or reject your registration. When your registration is approved or rejected you will receive an email concerning your **application accepted** or **application denied**.

When your registration is rejected, you have the option of changing your application.

After you have changed your application, your contact person at the International Office will reconsider your status to determine whether you may reapply for housing from the available accommodation.

You can edit your registration and for example edit your rental period or add a secondary applicant.



**Address**

Country: Tokelau Islands Address Line 1: Road 1  
Address Line 2:

**Communication**

Mobile Phone: Home Phone:  
Primary Email Address: test@gmail.com Secondary Email Address:

**Change password**

Password: Confirm password:

**Preferences**

Smoking allowed: No

**Secondary Applicants (when accompanied by partner or children)**

First name initial(s)	Surname prefix	Surname	Gender	Birth Date	Nationality	Marital status
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Add Edit Delete

**Rental periods**

From	To	Department/Faculty	Home university	Status
23-08-2010	23-01-2011	International Office		Approved

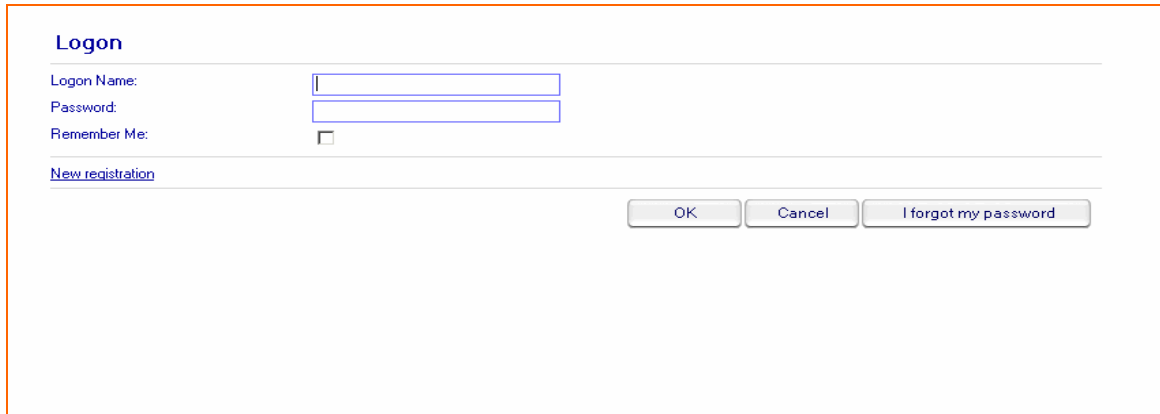
Add Edit Delete

Save Annuleren

Click on the reservation before you can edit it.

### Step 3

Once you receive the email **application accepted**, you can logon to the website and search for available accommodation. When you forgot your password you can click the button **I forgot my password**.



The screenshot shows a 'Logon' form with the following elements:

- Title: **Logon**
- Fields: 'Logon Name:' and 'Password:' with corresponding input boxes.
- Checkbox: 'Remember Me:' with an unchecked checkbox.
- Link: [New registration](#)
- Buttons: 'OK', 'Cancel', and 'I forgot my password'.

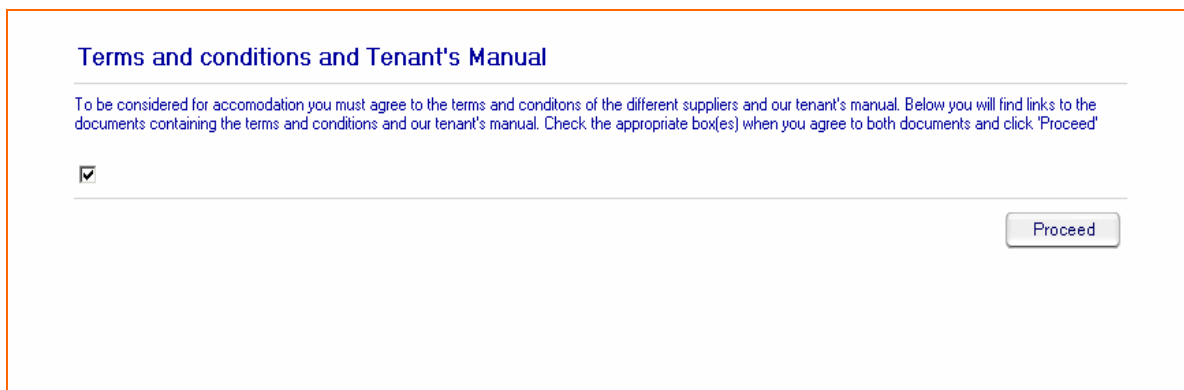
To view available accommodation you must click the link [Offer by University for period .....](#)



The screenshot shows the 'Your registration' page with the following elements:

- Title: **Your registration**
- Welcome message: 'Welcome karen hopmans.'
- Instruction: 'Use one of the links below for further actions.'
- Links: [Edit registration](#) and [Offer by University for period 23-8-2010 to 23-1-2011](#). An orange arrow points to the second link.
- Buttons: 'Close' and 'Log off'.

Before you can make a selection at the available accommodation you must first agree to our Terms & Conditions and Tenant's Manual. Please read them carefully before you agree to them.



The screenshot shows the 'Terms and conditions and Tenant's Manual' page with the following elements:

- Title: **Terms and conditions and Tenant's Manual**
- Text: 'To be considered for accommodation you must agree to the terms and conditons of the different suppliers and our tenant's manual. Below you will find links to the documents containing the terms and conditions and our tenant's manual. Check the appropriate box(es) when you agree to both documents and click 'Proceed''
- Checkbox: A checked checkbox () indicating agreement.
- Button: 'Proceed'.

Once you agreed to our Terms & Conditions and Tenant's Manual you can search for housing.

**Search for housing**

**Search criteria**


Price category: [No preference] ▾

Minimum number of rooms per unit: [No preference] ▾

Street:






House number:

City:




**Search result**

<< 1-10 11-20 21-30 31-40 41-50 ..>>

Description	Accommodations	Price	Photo
<a href="#">Laan op Zuid 177a - self contained</a>	1	540.00	
<a href="#">Laan op Zuid 177b - self contained</a>	1	515.00	
<a href="#">Laan op Zuid 177c - self contained</a>	1	515.00	
<a href="#">Laan op Zuid 177d - self contained</a>	1	515.00	
<a href="#">Laan op Zuid 177e - self contained</a>	1	515.00	

When you wish to make a reservation for the accommodation, click the button **Reserve**.

For more information about the building you can click the external link with more information.



Cité

<b>Building</b>	(inter)national (student) flat
<b>type of building</b>	Large
<b>Number of Stories</b>	6
<b>Number of rooms</b>	60
<b>Surface</b>	26,5-40,5 m <sup>2</sup>
<b>Address</b>	Laan op zuid 177a-k, 179a-n, 181a-n, 183a-n en 185 b-m
<b>Rent per month</b>	€ 495,- € 520,- including service costs <b>IMPORTANT: rent rates for academic year 2011-2012 will rise 3 to 5%. The exact new rent rates will be announced in June 2011.</b>

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**Facilities**

<b>Bathroom and Kitchen</b>	bathroom and kitchen private
<b>Television and Radio</b>	cable connections available
<b>Vacuum cleaners</b>	shared
<b>Bicycle shed</b>	available
<b>Parking facilities</b>	available, paid.
<b>Common spaces</b>	available (terrace)
<b>Lift</b>	yes

#### **Step 4**

Once you made a reservation for an accommodation you will receive a confirmation per email named **reservation accommodation**. In this confirmation the further procedure will be explained.

Although we aim to assign you the accommodation of your choice as much as possible, Short Stay maintains the right to deviate from a preference and to reserve another room/apartment at the same location similar in rental costs.

Short Stay will always inform you per e-mail of any necessary changes. Short Stay will confirm your reservation at least 4 weeks prior to your arrival or earlier if possible. You will receive the **final conformation** per email.

For your convenience we listed the most frequently asked questions **FAQ** and the answers on our website. In case your question is not listed within the FAQ's, please feel free to contact us. Staff of Short Stay will gladly assist you.

#### **Stadswonen contact and office hours**

Postal address	P.O. Box 4057 3006 AB Rotterdam
Visiting address	Goudsesingel 66 3011 KD Rotterdam
Opening hours office	Monday - Friday: 10.00 hrs - 18.00 hrs
Telephone	+31 (0) 10 800 72 00
Contact hours telephone	Monday - Friday: 9.00 hrs - 17.00 hrs
Fax	+31 (0) 10 414 50 86
Email	<a href="mailto:inholland@stadswonen.nl">inholland@stadswonen.nl</a>