

## **Almere municipal shelter house rules**

Welcome to the municipal shelter for Ukrainian refugees. The Municipality of Almere is pleased to host you here. To ensure your and our safety and the livability of the locations, house rules apply in each municipal shelter. The house rules are an addition to Dutch laws and regulations.

You must follow the house rules and instructions of the floor managers, location coordinators, security and hotel staff (in short: the staff) at all times. You are expected to act respectfully toward the staff. Inappropriate behaviour toward one of the staff members may lead to an official warning, and a report will be filed with the police if necessary.

### **1 General house rules**

- Your assigned living space is for you and your roommates only. You may not allow other people to live here.
- There will be no exchange of rooms, or municipal shelter, without written permission from the location coordinator or floor manager.
- You must follow the instructions of the staff.
- Staff may conduct room checks and ask for your identification. If you refuse room checks or refuse to show your identification, we may refuse access to the municipal shelter.
- Quiet hours are between 22:00 and 07:00.
- You may not make permanent changes to the contents of your living quarters.
- You may not drill into or drive nails into the wall.
- You may not store personal belongings in the common areas.

### **2 Fire safety**

The following fire safety regulations apply at the municipal shelter:

- Cooking or preparing food is only allowed in the kitchen. At locations where there is no (shared) kitchen, you are not allowed to cook or prepare food in your (bed)room.
- Smoking is prohibited in your living and sleeping area. Smoking is only permitted in the designated area outside. You can be fined €250 for smoking inside in some locations.
- Open fires, burning candles, incense sticks and oil lamps are forbidden everywhere.
- Do not store flammable materials in your living space.
- Remove dust from the filter before and after using the clothes dryer.
- Unplug electronic devices after using them.
- The fire alarm and fire extinguishing equipment must remain accessible and undamaged at all times. You may not tape off, block or hang things from the extinguishing equipment.
- Do not activate the fire alarm if there is no fire.
- Do not block escape routes, emergency exits or fire doors.



- Do not hold fire doors open by placing items in front of or between them.
- If the fire alarm sounds, leave the building immediately. Gather at the designated assembly point. Assembly points are indicated on a map in each location.
- In the event of a fire or other emergency, always follow the instructions of the emergency services.

### **3 Responsibility and liability**

The Municipality of Almere and the staff of the municipal shelter are not liable for personal injury or damage to and loss of personal property. You are responsible for the cost of repairing any damage you cause in or to the municipal shelter. Report the damage to the location coordinator, hotel employee or floor manager. They can inspect the damage with you and determine whether it is covered by insurance. Vandalism is never covered by insurance.

### **4 Weapons, narcotics, illegal activities and unlawful use of the shelter.**

It is strictly forbidden to be in possession of weapons or narcotics. The use and trafficking of narcotics is also prohibited. Illegal activities (e.g., gambling, prostitution or human trafficking) and unlawful use (e.g., storage or business use of the municipal shelter) will generally lead to immediate suspension of your stay. A police report will be filed if necessary.

If weapons or narcotics are found during a room check, a written warning or, if necessary, immediate suspension of stay will follow. The Municipality of Almere is authorised to remove you from the municipal shelter. A police report will be filed in the case of criminal offenses.

### **5 Children**

Parents/caregivers are responsible for the care and safety of their minor children. You must always supervise your minor children.

### **6 Pets**

Pets are allowed only at the Best Western hotel, the Holiday Inn hotel and the municipal shelter on Pasar Malamstraat. These centres may decide to no longer allow new pets into the shelter at any time. Only pets coming directly from Ukraine and registered as such upon moving in are allowed in the municipal shelter. Pets must be demonstrably vaccinated according to Dutch guidelines and have a European animal passport.

### **7 Keeping common areas and living quarters clean**

You must keep your living quarters clean. In some locations, residents share responsibility for keeping the common areas neat and clean. The location coordinators or floor managers will inform you if this applies at your location.

Garbage bags should be disposed of in the appropriate containers immediately. Garbage bags are not allowed in the hallway or common area.

When you move out, you must leave the living space clean and empty. If you fail to leave the room clean and tidy upon departure, you will be charged the cleaning fee.

## **8 Visitation**

Visiting hours are normally from 09:00 to 20:00. Visiting hours may differ at your municipal shelter. The location coordinators or floor managers will inform you if different visiting hours apply at your location.

You must always register your visitors' arrival and departure with security if there is security at the municipal shelter. Visitors must abide by the house rules and are your responsibility.

Visitors can only be received in the communal living quarters. You are not allowed to bring visitors to your room. Visitors may not stay at the municipal shelter overnight.

## **9 Privacy**

Taking photographs, video or audio recordings of residents, staff and visitors is prohibited unless you have permission from everyone involved.

## **10 Reporting requirement**

Some locations have a reporting requirement. You will be informed accordingly by the location coordinators or floor managers. If there is a reporting requirement, you must report on the specified day at the specified time. If you fail to report, your stay in Almere may be terminated immediately.

## **11 Room and bag check**

Our staff are authorised to inspect the living quarters without notice at any time. You may not deny them access to your living space. Staff may look in your closet(s) and bags during a check. You may not deny staff access to your living space for maintenance or repairs.

Staff may check your bag for possession of prohibited items if there is reasonable cause. Bag checks may occur anywhere in the municipal shelter, both in your room and common areas.

## **12 Temporary departure from municipal shelter**

You may leave the municipal shelter for 14 days. You must notify the location coordinator or floor manager of your temporary departure in writing in advance. If you are gone for more than 14 days or do not report your departure, your room will be vacated. Your bed will be given to someone else.

If you are gone for more than 28 days, you are no longer entitled to a living allowance and will be deregistered from the Municipality of Almere. After that, you can no longer go to the municipal shelter in Almere. Your belongings will no longer be stored.

## **13 Consequences of violating house rules**

If you violate the house rules, you will receive a written warning. After two written warnings, the Municipality of Almere has the right, by order of the Mayor of Almere, to temporarily or permanently deny you access to the municipal shelter.

If you threaten the safety of residents or staff at the municipal shelter, the municipality may decide to suspend you immediately.

By signing the house rules, you agree to the above house rules.

Name:

Location and room number:

Date:

Signature: