



Standing rules at UMA locations

Welcome to the reception centre. We have formulated a number of rules to ensure that your stay proceeds as smoothly as possible. The main rule is that during your stay at the reception centre you will be required to act in compliance with the laws and standards of Dutch society.

1. Accommodation and living area

1.1 Accommodation of your own

You will have your own accommodation at the location. We expect you to keep this accommodation clean and tidy. The furniture and other objects in the accommodation may only be used for their intended purpose. You are not permitted to make any changes to the accommodation without the prior written permission of the COA. If you make any changes you may be charged for the repairs.

You are not allowed to put your own pieces of furniture in your accommodation, because unlike the COA pieces of furniture, these are not fire safe. The same goes for the curtains, the mattresses and the blankets. There are fire-retardant, so you are not allowed to change them.

You must leave the accommodation in the state in which you found it. You should take all of your private property with you. You are responsible for disposing of the property you no longer need.

1.2 Communal living area

The communal living area is intended for you and your fellow-occupants. You should also keep this area clean and tidy and challenge fellow-occupants who fail to do so. The same applies to all communal areas and sites at the reception centre location and its immediate vicinity. It is not permitted to keep pets or take them into the location without obtaining written permission to do so from the reception centre management.

1.3 Access to the accommodation

If necessary for the supervision of you or the group, members of the UMA team can always gain access to your accommodation. You must admit COA employees to your accommodation for maintenance and repair work. You must comply with the instructions of the UMA team member in that regard.

1.4 Self occupation

The accommodation in which you live is intended exclusively for you and constitutes your main residence during your time at the reception centre. You are not permitted to allow other people to live in your accommodation.

1.5 Visitors

Outside visitors must always report to the location reception desk and to the members of the UMA team. The rules that apply to you also apply to your visitors. You are not permitted to receive visitors during school hours or between 10 pm and 8.00 am. In exceptional cases a member of the UMA team may give you permission to allow visitors to stay overnight. You must apply for permission in advance.

1.6 Mutual visits

For separated accommodation limits no men are permitted to visit the women's residential units and no women are permitted to visit the men's units between 10 pm and 8.00 am.

2. What is not allowed?

2.1 Discrimination, intimidation and violence

Violent conduct and discrimination and intimidation of fellow-occupants, members of staff and other people you come across are prohibited. Insulting remarks or other abusive comments concerning belief, sex, sexual orientation, age or national will not be tolerated.



2.2 Drugs, alcohol, khat and weapons

The possession and/or use of drugs, alcohol, khat and weapons is prohibited.

2.3 Nuisance

We expect you to be considerate to your fellow-occupants and nearby residents and not to cause any nuisance or hindrance. Bear in mind that other people may find loud music disturbing. We also expect visitors to keep to our rules. Between 10 pm and 8.00 am we avoid disturbing the sleep of residents and others living nearby.

3. Education

You are subject to compulsory education, just like all young people in the Netherlands. This means that you are obliged to go to school and may not stay away without valid reasons. If you fail to go to school, the school attendance officer may be called in. If you are unable to go to school because you are ill or for another good reason, you must report to an UMA team member before school time begins.

4. Duty to report

4.1

You are obliged to report at the time indicated by the COA to a member of the UMA team or to a place designated for that purpose.

4.2

If there is a good reason why you cannot report as required, you must inform a member of the UMA team of this in advance. You will need to present documentary evidence showing that you were prevented from complying with the duty to report.

4.3

If you do not comply with this duty to report, you may be subjected to a punishment measure or the refuge facilities may be stopped.

5. Liability

5.1

The COA cannot be held liable for damage to or the loss of property, even if the loss or damage is caused by fellow-occupants or by others.

5.2

You are fully liable for damage that you cause in or to the accommodation, the communal area and/or property present in them or for the loss of property. You will be charged with the costs of repair or replacement.

5.3

If you fail to keep to the rules regarding the upkeep of your own accommodation, the COA may hold you liable for the costs of maintenance. Any costs involved in this can therefore be recovered from you.

5.4

If it is not possible to show which of the occupants of a specific living area has caused the damage or has failed to carry out maintenance, all of these occupants will be held (jointly) liable for the damage caused.



6. Loaned goods

6.1

You may be issued with certain goods on a temporary basis. You must apply for permission for this in advance. You must return goods that are issued to you on loan to the COA at the agreed time.

6.2

The COA may ask for a deposit for temporarily loaned goods. This deposit will be returned to you if you return the goods at the agreed time undamaged and in good condition. If this is not done, the damage will be deducted from the deposit and any additional loss will be recovered from you.

7. Water, gas and electricity consumption

You will be required to pay for above-average consumption of water, gas and electricity.

8. Fire regulations

For residential security we have set rules to prevent a fire:

- You are only allowed to smoke outside the accommodation.
- You are not allowed to have open fire in your room, such as candles, incense and oil lamps.
- When you are cooking a meal, always stay at the stove until you kill the flame.

Since the COA wants to make your living environment as safe as possible, technical measures have been taken that can be used in case of a fire outbreak. Since it concerns your own safety (and the safety of others!), nothing must be changed. If you nevertheless do so, the measures will no longer function when you need them. Examples include:

- Taping up or destroying a fire detector;
- Disassembling or breaking up a door-spring or holding self-closing fire doors

You are only allowed to use devices that are safe. This should always be done in a safe manner. Mentors decide whether a device is safe or not.

No objects may be placed in the corridors or in front of the doors of escape routes. Therefore, in the corridors of the buildings it is never allowed to put prams or bicycles blocking a way through. It is also forbidden to set off the alarm when there is no fire.

Do not ever keep gas, alcohol or other accelerants in the accommodation you live in. The tumble dryer collects dust in the filter. In order to make sure it does not catch fire, you must remove the dust prior to using the dryer.

When you hear the fire alarm, leave the building as soon as possible and wait there until mentors or others tell you what to do.

9. Violation of the standing rules

Violation of these standing rules may lead to punishment measures being imposed on you by virtue of the Sanctions Policy - Rules on the Withholding of Provisions (ROV).

Name : **Address**
: **Town/city**
:
Date :

Signature for receipt :