

#	Item	Question	Answer
1	Earth leakage circuit breaker	How do I test the ELCB?	For the proper functioning of your ELCB, it is recommended that you test them twice a year. You do this by pressing the button marked 'Test'. If the switch (and power) subsequently switch off, it functions properly. Switching on is done by moving the pin upwards again.
2	Remote control speedgate	How does the remote control work?	There are two buttons on the remote control. Press the left button if you want to leave the car park, the right button if you want to enter the car park from outside. Using the correct button is important because it directly controls the traffic light. Once you have pressed the button and the traffic light turns green, you can start driving. If the traffic light remains red, wait because there is traffic coming from the opposite direction for which the button was pressed earlier
3	Remote control speedgate	The remote control no longer works (properly), what now?	Usually this means that the batteries are empty. You can replace these yourself (type CR2032). If this does not help, please contact the Technical Committee
4	Remote control speedgate	I need a new/extra remote for the Speedgate of the parking garage. How do I get this?	Use the form on the website or send an email to the board. The remote control costs 45 Euro and must be paid in advance. Broken and lost remotes should be reported to the board so they can be removed from the system.
5	Tag main entrance	I need a new/extra tag for the front door	Use the form on the website or send an email to the board. The tag costs 15 Euro and must be paid in advance.
6	Extractor hood	What type of extractor hood can be installed?	Only a motorless extractor hood may be installed, or a so-called 'recirculation hood' with a motor that is not connected to the central extractor.
7	Board	Who forms the board of the owners Association	Since april 2024: Erik Hegeman (chairman, Gerhardstraat 37), Peter Putker (secretary-treasurer, Gerhardstraat 23) and Adrie de Heus (member, Norbruislaan 196)
8	Communication with the board	How do I communicate with the board?	For building or association matters, preferably by e-mail; the board has its own e-mail address waterleliezuilen@gmail.com where you can e-mail all your general questions. Mail sent to this address can be read by all board members. You can also use the contact form on the website.
9	Communication with the Technical Committee	How do I communicate with the Technical Committee?	The Technical Committee (TC) has its own e-mail address waterlelie.tc@gmail.com. This e-mail address is intended for reporting malfunctions and/or technical questions regarding the general areas of our apartment complex. Please note that the TC does not deal with disturbances in private apartments. The technical committee members are -if present in the building- available every day from 08:00 to 22:00.
10	Central heating and heat recovery installations	Is there a collective contract?	No, there is no collective maintenance contract for our apartment complex. The heating and heat recovery units are privately owned (not including the shared pipes)
11	Heat recovery installation filters	How to clean Heat recovery installation filters	For proper operation and to maintain a healthy indoor climate, the filters of the heat recovery system must be cleaned regularly. Clean them once a month with the vacuum cleaner and if they are very dirty you can wash them carefully in soapy water with lukewarm water. After cleaning twice, it is better to replace them with a new one.
12	Electrical entrance doors	Leaving doors open when moving house, etc.	The entrance doors that give access to the complex are electrified. When moving house, etc., it may be desirable to leave an entrance door open. In this case, in order to secure the door, you must disconnect the plug from the wall socket located next to the door. As soon as it is no longer necessary to open the door, you must ensure that the plug of the door is reinserted into the socket.
13	Members meeting	When is the next members meeting (Owners Meeting)?	Members' meetings are held at least once a year, or more often if necessary. The first meeting of the year is normally held before July. A meeting and agenda are always announced at least 15 days in advance. The date is often communicated earlier via the bulletin boards or news letters. If you as owner are unable or unwilling to be present, the board requests that you authorize someone else. At least 50% of owners must be present or represented to make decisions on most topics
14	Members meeting	As an owner, can I put something on the agenda for the Members' Meeting?	Yes, you can report the wish to put an item on the agenda to the board. You should do this well before the meeting. In principle, the board decides whether the item that has been put forward will be adopted, but the meeting always has an agenda item 'setting the agenda' with which you can also make proposals for amendments to the agenda at the meeting itself.

15	Multi-year Maintenance Plan	Where can I find the Multi-Year Maintenance Plan (MJOP) for the building?	By logging in to our own website Waterlietzuilen.nl you will find the current MJOP placed under the heading "Finance". You can also request the current MJOP via the website of our administrator VP&A (https://vpagroep.twinq.nl/).
16	Name in the intercom-unit	I want to change my name programmed in the intercom-unit!. How does this work?	Use the form on the website or send an e-mail to the board (waterleliezuilen@gmail.com) with the desired text. The board arranges a new sign
17	Newsletter	What is the purpose of the newsletter?	In the newsletter, which is periodically published by the board, current matters that are relevant for owners / residents are discussed. The newsletter has an informative character. The language used is Dutch.
18	Parking	Why is there a driving direction in the parking garage?	One-way traffic applies in the parking garage. The driving direction that applies is "counterclockwise". The driving direction is there to prevent accidents and 'getting stuck'
19	Parking	Can I rent out in my parking space?	Yes, the parking space can be rented out to other residents of the complex. It is not allowed to rent out the parking space to outsiders. You can ask the board for a sample contract for mutual rental
20	Noticeboards	Can I also put publications on the notice board?	The notice boards are primarily intended to share information from the board with everyone. It is permitted for residents to post information that is important to other residents, such as when starting renovation work, birthdays, etc. It is not the intention to hang advertisements or other commercial expressions
21	Sewer and drain pipe	I have a blockage that I can't fix myself.	We have a contract for these problems with the Van der Velde company, which can be reached by telephone on 030-2610314. You can contact us directly, 24 hours a day. In principle, the costs are for the association, unless the cause of the blockage is by your own doing.
22	Sewer and drain pipe	Keeping the sewer drain pipe in the apartment clean	The sewer pipes in our apartment complex are a source of concern. That is why we request is to throw absolutely no fat into the sewer. To keep the pipes clean, you can, for example, empty the dishwasher once a month with only an amount of Soda.
23	Sewer and drain pipe	How do I clear a toilet blockage?	A clogged toilet is usually easy solved by yourself. The blockage is often caused by a buildup in the gooseneck of the toilet. You can clear this blockage by making slow, deep pumping movements with the toilet brush towards the gooseneck. With this it is often possible to squeeze the mass that causes the blockage through the gooseneck. A blockage of the toilet is not covered by the collective sewerage contract.
24	Grant access to the premises	Who should not be admitted?	Because less desirable situations can arise by granting strangers access to our building, we would like to ask everyone not to grant strangers access to the building. This request also applies to colporteurs, collectors, etc. Do you think it is important that a collector or other person must be granted access, we expect you to personally accompany this visitor until he leaves the building.
25	Renovation work	When may I or may not perform work?	HR art.16 paragraph 4 states that it is not allowed to perform noisy work between 8 p.m. and 8 a.m. and on Sundays and public holidays.
26	Whatsapp	I would like to be added to the Whatsapp group of owners/residents. Who am I asking this?	Contact the Board. You can of course choose if you want to join. The language is predominant Dutch.
27	Awnings	Which sunscreen can I apply?	The apartment complex must retain its uniform appearance. That is why screens and drop-out screens may only be placed on the outside of the building. The aluminum frames, screens and drop-out screens are bound to certain permitted RAL colours. If you want to install sun protection, you can request the current permitted RAL colors from the board.
28	Emergency number VP&A	What is the emergency number of VP&A	The emergency number of VPA is 0162 44 77 00 and is available 24/7. This number can be called if there is an urgent malfunction in a general part of our complex, for example a leakage. Please note: a malfunction in your private area falls outside this scope and will not be processed by VPA.
29	Charging costs to resident	Research and/or repair costs that are not for the Owners Association	It is possible that a resident reports a problem in his/her apartment to VP&A, where it is not clear in advance whether the cause is located in the private apartment or the general area. If, after investigation and/or repair, it appears that the cause of the problem is located in the private apartment, all costs incurred up to then will be charged to the resident.

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