



# What is a keurmerk / certification mark?

*“a certification mark is a compact and visual quality judgement, from a trusted source, about a product or service. One can see (visual) at a glance (compact) that the product / service has been validated (quality assessment) by an independent authority (trusted source)”*

English: certification mark

Dutch: keurmerk

Pronunciation: ['kørmærk]



# Q: How do you know that a room on the internet is a decent and safe room?

**facebook**




L  
22 oktober

Hey, are you looking for an accomodation in the centre for a good price? Check this offer.  
We offer a very cosy room in a nice house. The house has everything you need.

Here you have some facts about it:

- 425 euros
- 12 m2... Meer weergeven

[Vertaling bekijken](#)



Leuk Reactie Delen

**Maastrichthousing.com**

Log in Subscribe How it works FAQ

Kaart Satelliet


Show offers by: ☐ UM Guesthouse ☒ Housing corporation ☒ € Private market

Price: € 50 € 2000

Available from:


Advanced search ☐ Price ☐ Surface ☒ Date updated ☐ Date available

Room, MAJELLAstraat




20m²  
Available from: immediately  
€ 353.71 / m

Room, Koning Clovisstraat




17m²  
Available from: 1 January  
€ 360,- / m

Studio, SYMPHONIESING...



Room, FRANKENSTRAAT



Private

# Q: How do you know that a room on the internet is a decent and safe room?

- On the internet all rooms are 'nice, bright, beautiful and cosy'
- How do you know the house is safe
  - Smoke detectors and fire extinguishers (*annual maintenance check*)
  - Heating and hot water (*24/7 service contract and annual maintenance check*)
  - Fire resisting materials (walls, doors, carpet etc.)
- Is an owner reliable?
  - Reasonable rental price
  - Failures and malfunctions will be fixed
  - Deposit will be returned in time
- Scams on the internet
  - Especially foreign students are target

**Q: How long does it take to set a room completely on fire?**

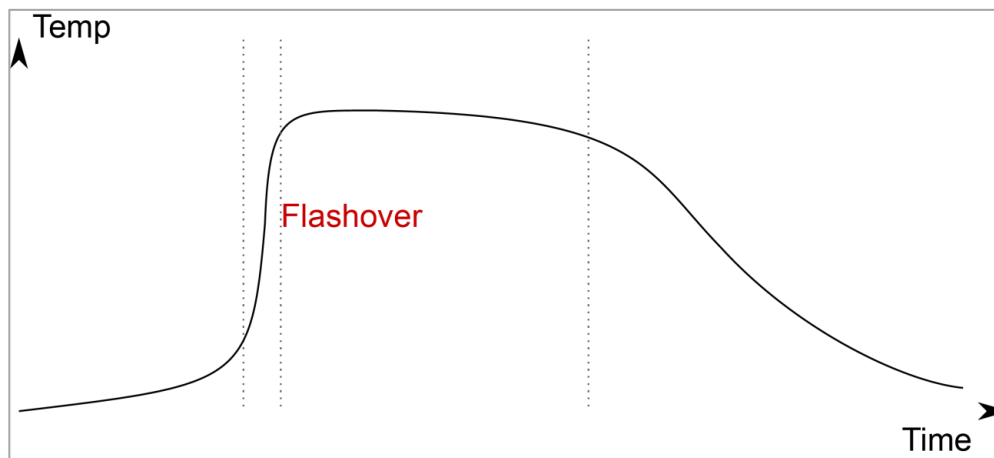


# Timeline flashover (room)

- 00:40 *flames ignite the arm of sofa*
- 00:56 *flames impinge on wicker chair*
- 01:23 *smoke is beginning to appear***
- 01:45 *flames approaching ceiling*
- 01:55 *smoke triggers the smoke alarm in the hallway***
- 02:05 *flames spread over the ceiling and walls*
- 02:30 *flashover of the room***

# A: In less then 3 min a fire has spread over the room (flashover)

- 30 years ago this would take 17 minutes
  - Main reason is the flammability of the materials nowadays
  - Simple measures like closing doors (rooms, kitchen etc.) will double the time to escape



**Q:** When is it legally obliged to install basic fire safety measures (*smoke detectors, fire extinguishers etc.*)?

- A. 2 rooms
- B. 3 rooms
- C. 4 rooms
- D. 5 rooms
- E. 6 rooms
- F. Other...

# Q: If you organise a party in your house what should you take into account?

- How many people will you invite?
  - How do you inform the neighbours?
  - Do you close all windows and doors?
  - Till what time is (loud) music and chatter allowed?
- 
- Last year 3 'house parties' in Maastricht turned into a 'Project X' party
    - Over 300 party people where in the houses
    - Influence of drugs and alcohol
    - Wooden floors can't hold groups of jumping people
    - Fire and panic can have disastrous consequences
    - Riot police squads needed to end the parties

**eng** UM sounds alarm for house parties

*"What if a fire were to break out in a house where two hundred people have gathered," says Pascal Breuls, director of Student Services. The police regularly receive reports about illegal house parties, in particular at the end of block periods. Maastricht University makes students aware of the risks.*

House parties have been popular among foreign students for years. "They are not used to getting together in a pup or club, it's a cultural thing," says Maurice Evers, project manager of Student&Stad. "They organise a party at home to celebrate the end of a block and invite people through closed Facebook groups or other student, but it becomes unsafe when too many people get together. Generally there are at least fifty visitors; often even more than a hundred." Fire or panic may have disastrous consequences. In the town of Ede, the floor in a student house collapsed during a party two years ago. The wooden floor couldn't hold the weight of twenty people dancing and jumping. Four people were injured. Evers points out that the organiser may be facing criminal prosecution if a visitor is seriously hurt or even dies. "If something like that were to happen in Maastricht, all eyes would look to the UM and the press would be on my doorstep," says Breuls. "But we can't do anything, we aren't law enforcers."



# Typical 'annoyances' of neighbours



## Garbage bags

Outside on the wrong days  
Wrong bags



## Bikes in front of the building

Blocking the sidewalk



## Noise disturbance

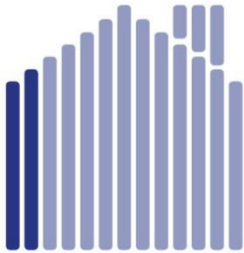
House and garden parties



## Long parking

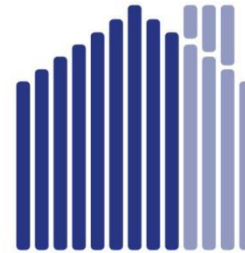
Cars of foreign students parked  
in the free parking zones

# The 6 cornerstones of the 'keurmerk'



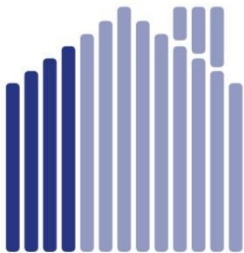
## Regulations and layout

- Destination plan
- Permits and licences
- Minimal user surface of 12m<sup>2</sup>
- Max tenants per toilet, bathroom, kitchen



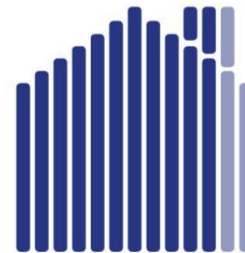
## Regulations for the neighborhood

- Keurmerk sign visible near the housenumber
- Neighbours can contact the landlord
- Awareness of tenants through information



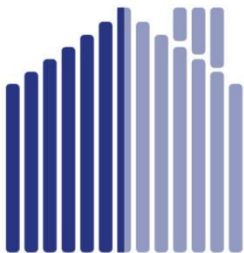
## Fire safety from 2 or more units

- Entire building a fire compartment
- Linked smoke detectors and fire extinguishers
- Annual maintenance check of smoke detectors etc.
- Kitchen door 30 min fire resistant
- CO alarm near gas heaters
- All electrical wiring needs to be covered



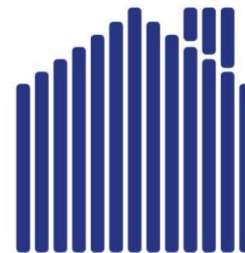
## Regulations for rent / lease

- Reasonable rental prices
- Returning deposits within a reasonable time
- Decent rent administration
- Liability insurance owner (WAB)
- Safe behavior



## Burglary security

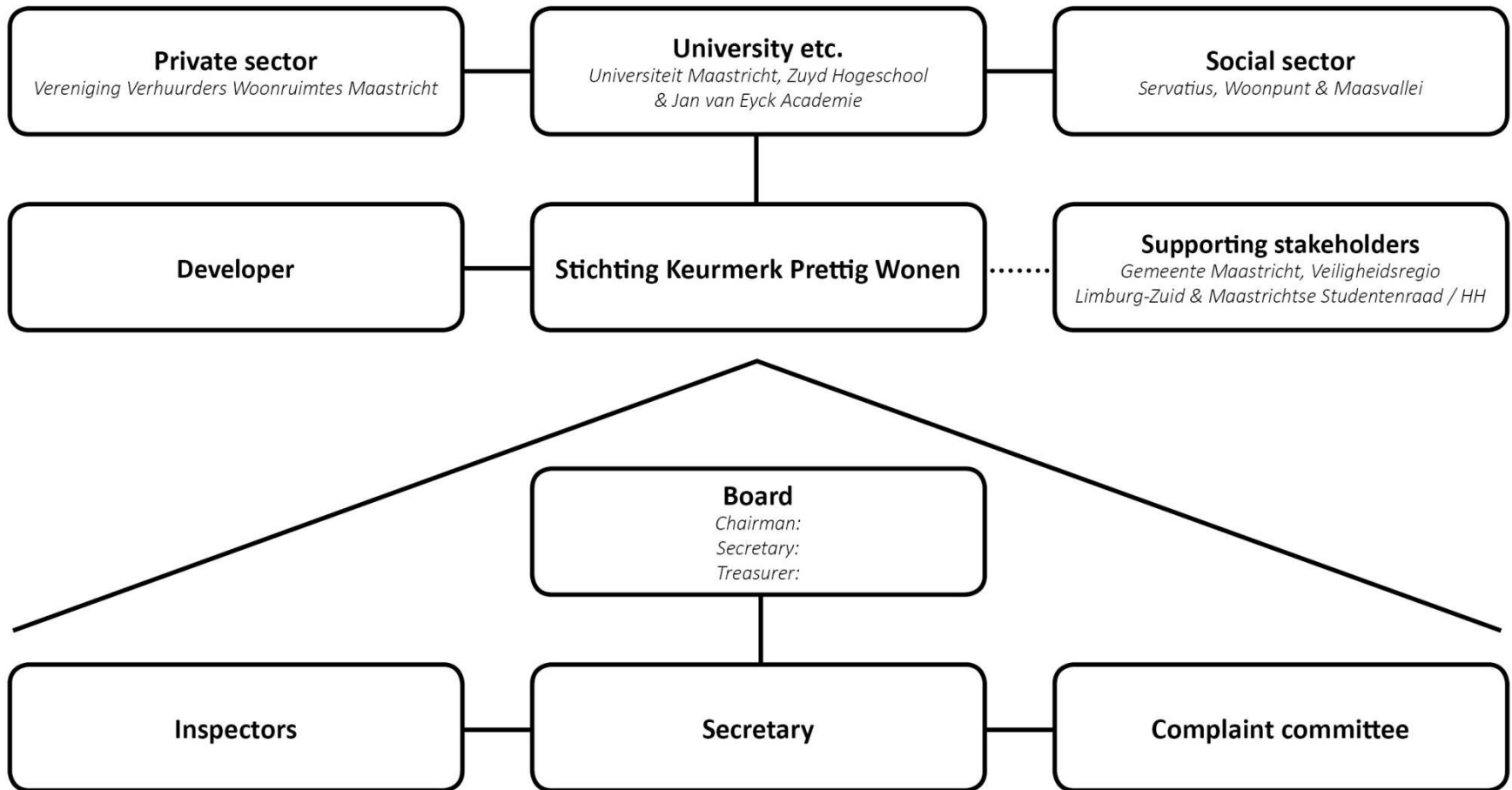
- Burglary strips on all exterior doors
- Mailbox security (in doors)
- Awareness of tenants through information



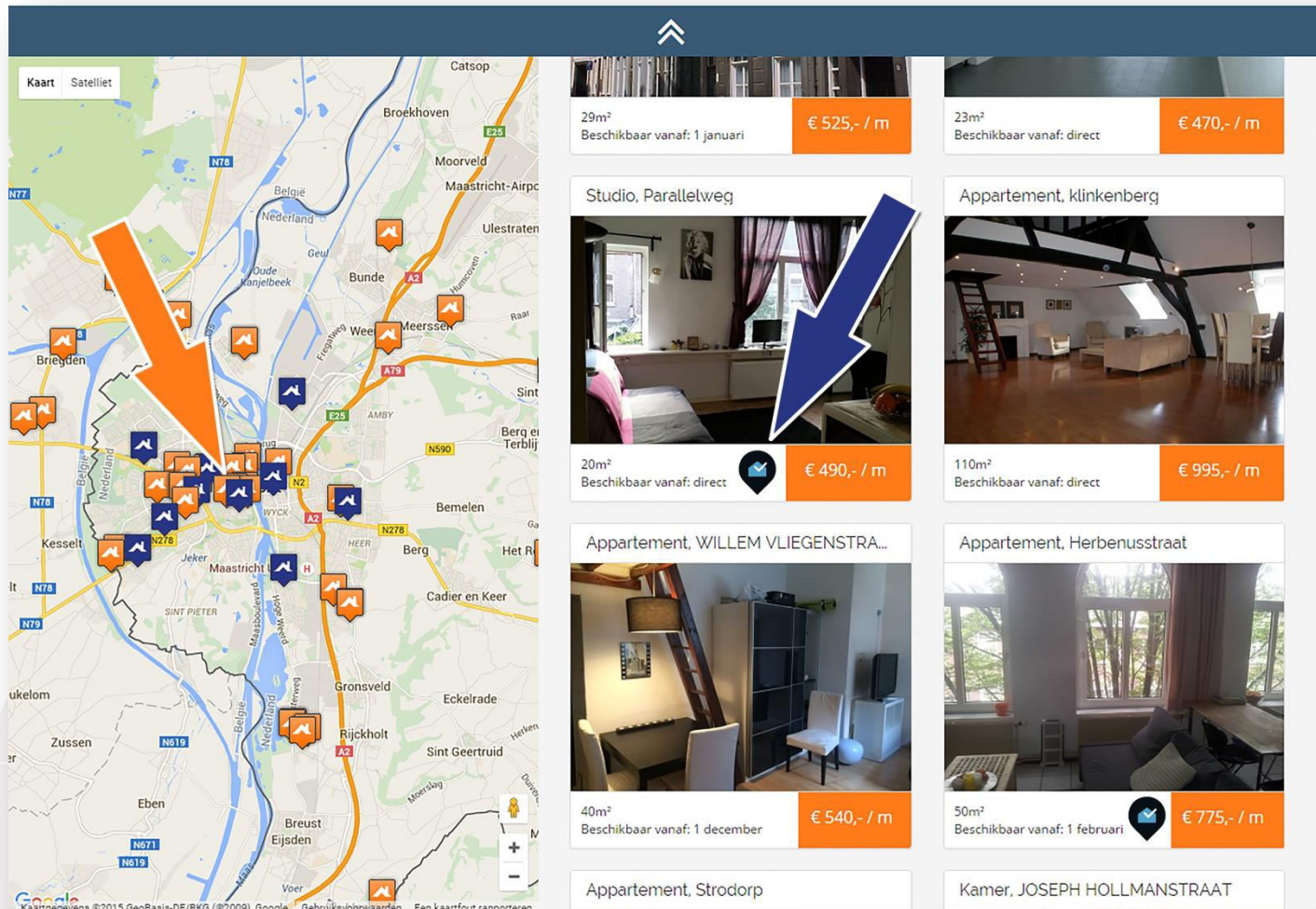
## Regulations for control/management

- Service contract (annual) for heating and hot water
- Annual maintenance control of fire safety
- Control on improper use of common areas
- Frequent control of the building (awareness)

# Stichting Keurmerk *'organisation structure'*



# Verified link with websites like Maastricht Housing



The screenshot displays the Maastricht Housing website interface. On the left, a map of Maastricht is shown with various housing icons (orange and blue) indicating available properties. A large orange arrow points from the map to the property listings on the right. The listings are arranged in a grid, each featuring a thumbnail image, the property name, size, availability, and price per square meter.

Property Name	Size	Availability	Price per m²
29m²	29m²	Beschikbaar vanaf: 1 januari	€ 525,- / m
23m²	23m²	Beschikbaar vanaf: direct	€ 470,- / m
Studio, Parallelweg	20m²	Beschikbaar vanaf: direct	€ 490,- / m
Appartement, klinkenberg	110m²	Beschikbaar vanaf: direct	€ 995,- / m
Appartement, WILLEM VliegENSTR...	40m²	Beschikbaar vanaf: 1 december	€ 540,- / m
Appartement, Herbenusstraat	50m²	Beschikbaar vanaf: 1 februari	€ 775,- / m
Appartement, Strodorp			
Kamer, JOSEPH HOLLMANSTRAAT			

# Control and awareness of fire safety



## Fire safety regulation

Broken smoke detectors.  
Blocking self-closing fire doors



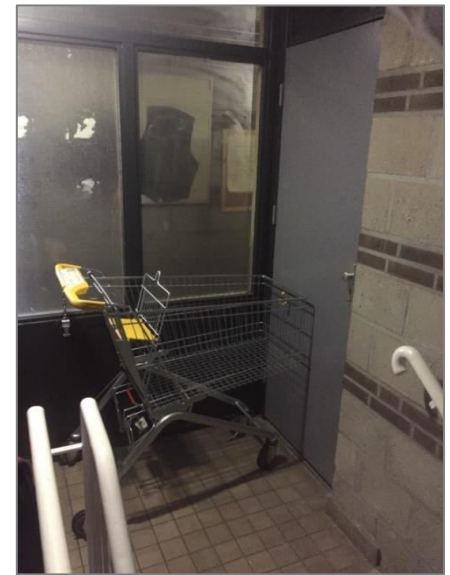
## Electricity

Overload of electricity by looping  
the power sockets  
Mostly thin cables feel warm



## Gas hose

Gas hose older then 10 years  
Wrongly installed above the  
fireplace. Hose can overheat and  
dehydrate, causing cracks

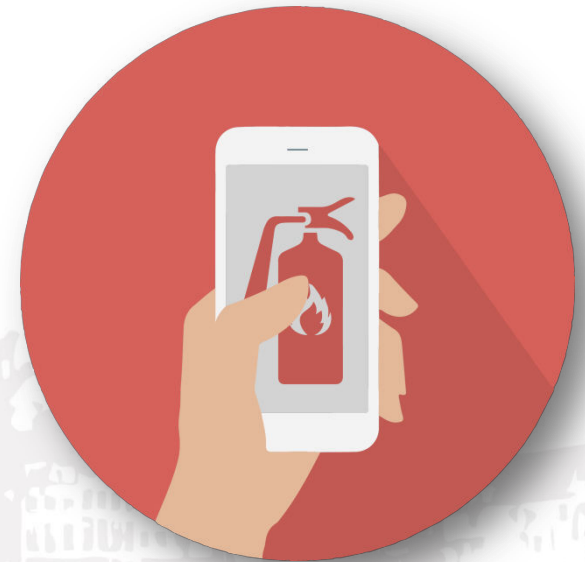


## Escape route

Objects blocking the escape  
route

# Keurmerk control application


- Keurmerk inspection by a qualified inspector
  - Inspector will inspect the house and all documents
  - If everything is OK, the house will get a keurmerk
  - Random recheck of the house (1x every 5 years)
- Annual keurmerk inspection by the landlord
  - Checks the building with the control application
  - Needs to make pictures of all requirements
  - Inspector will check the annual report
- Inspection report of the room with tenant
  - Report of the state of the room (with pictures)
  - Can be signed digitally by owner and tenant
  - Discussions about the deposit



# Inspection report *(with pictures)*



**OPLEVEVERINGSRAPPORT**

**KEURMERKSTRAAT 1 K3**  
MAASTRICHT






**KEURMERK**

Uitgevoerd op 2 september 2016  
Eigenaar: J.A. Janssen  
Huurder: Test Test

algemeen buiten	
eerste indruk	goed
Kamer — bouwkundig	
deur type	kamerdeur
deur soort	paneeldeur met brandwerende plaat
deur staat	goed
	
hang en sluitwerk	goed
	
kozijnen type	hout
kozijnen staat	goed

23 september 2016 2 / 13 Test Test

vloer staat	goed
wastafel type	wastafel met spiegel
wastafel staat	goed
	
	
verlichting type	hanglamp
	
verlichting staat	goed
keukenkasten type	3 onderkasten, 2 bovenkasten (zie foto)
keukenkasten staat	goed

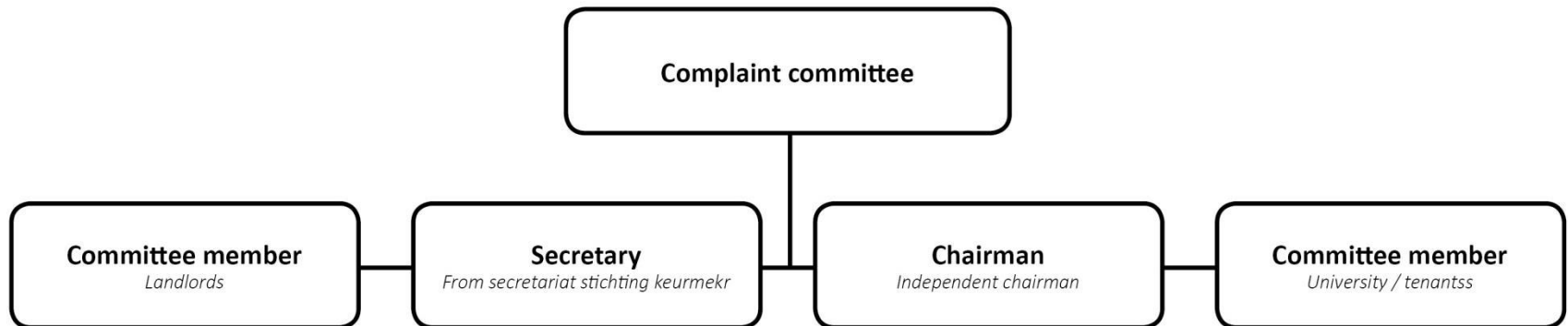
23 september 2016 9 / 13 Test Test

# Keurmerk website

- Website
  - Information for landlords, tenants and neighbours
  - Interactive map of the 'keurmerk' properties
  - Tenants / neighbours can contact the landlord (or caretaker)
  - Complaint form on the website
- Model documentation
  - Standard rental contracts (Dutch/English)
  - House rules (Dutch/English)

# Geschillencommissie *(complaint committee)*

- Composition of the committee
  - Independent chairman (retired judge)
  - Member from the tenants / university
  - Member from the landlords (housing corporations / private)
  - Secretary of the keurmerk foundation



# Benefits for all stakeholders

- University: *higher quality of housing offer (attractiveness / competitiveness)*
- Municipality: *higher level of awareness, safety and quality of life*
- Tenants: *prior assurance of a secure and reliable house*
- Parents: *can send their kids to Maastricht with a reassured feeling (about safety)*
- Neighbours: *can get easier in contact with the owner*
- Landlord: *proof of a safe building and can differentiate positive in the rental market*

