



Manual residents

De Flier - EN

Technical installations manual

This manual deals with the technical installations in and around homes that are directly applicable to residents. The manual contains instructions on the operation of installations and what to pay attention to during maintenance or breakdowns.

This report does not describe house rules.



PLAZA
RESIDENT SERVICES

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Good to know

Client portal - MyPlaza

At Plaza Resident Services, we use a customer portal. Through this portal you can manage all matters concerning your accommodation. This portal can be accessed via the website or via the app.

On our website, you can go to MyPlaza. There you get to the follow and overview:

MY PERSONAL DETAILS

PERSONAL DETAILS

FORGOT YOUR LOGIN DETAILS?

MY DOCUMENTS

REPAIRS AND MAINTENANCE

REQUEST FOR REPAIRS

SERVICE SUBSCRIPTION

DAMAGE TO THE PROPERTY

HOME REPAIRS

LOCKED OUT?

PAYMENTS

PAYMENTS

PAYMENTS & INVOICES

PAYMENT DETAILS

SERVICE COSTS

RENT INCREASE

MY CONTRACTS

CONTRACT INFORMATION

DOWNLOADS

RENT STRUCTURE

MOVING IN OR OUT

TERMINATE CONTRACT

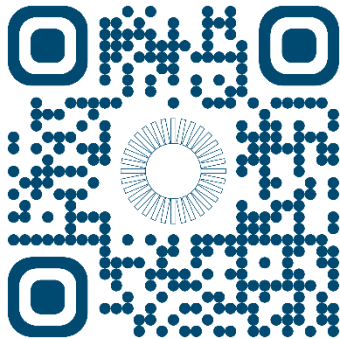
NEIGHBOURHOOD

YOUR COMPLEX

REPORT NUISANCE

This platform is also available via our app. You can download the app via the website or by scanning the QR code.

Link to web page: <https://my.plazaresidentservices.com/>



Emergencies

In case of a (life) threatening situation or emergency always call 112.

In urgent matters that cannot wait until the next office day call: +31 88 2263518 (for example: serious leakage, power failure, defective heating or outdoor closure).

Parcel point - MyPup

If you want to have packages delivered, you can do so at our parcel point. This parcel point belongs to MyPup and is located at entrance C. This is the safest way to have your parcel delivered.

The operation of the MyPup parcel point is explained in four steps below:

- **Step 1:** Register with MyPup via this link [Step 1: Register - MyPup \(my-pup.com\)](#). You will receive a welcome e-mail with instructions and your unique MyPup code and delivery address.
- **Step 2:** When making an online order, enter your MyPup name and the address of MyPup as the delivery address. For convenience, you can then save these as your 'default delivery address'.
- **Step 3:** The MyPup courier will deliver your ordered package to the MyPup collection point. The courier will place it in the locker provided for you.
- **Step 4:** As soon as the parcel has been placed in the locker, you will receive a message with a unique code. With this code you can pick up your parcel when it suits you. This code can also be found in the MyPup app.



For more information on how MyPup works: www.my-pup.com

Please note: we do not accept postal packages in the absence of the resident. If you have your parcel delivered via MyPup, you can collect your parcel at your convenience.

Furniture cleaning

For cleaning furniture, you can use this cleaning sheet. It indicates the best way to clean the varied materials.

CLEANING SHEET

<div style="text-align: center; margin-bottom: 5px;"> </div> <p>WOOD</p> <p>Wipe up liquids spilled on wood immediately. Wood reacts badly to a lot of 'wet treatment' when cleaning. Dust wood regularly with a dry, soft towel.</p>	<div style="text-align: center; margin-bottom: 5px;"> </div> <p>MELAMINE / HPL</p> <p>A daily wipe with a damp cloth, possibly with an all-purpose cleaner, and your furniture will stay like new. Then wipe with a dry cloth to prevent striping. Do not use scouring creams, scouring sponges, rough dishcloths, thinners, and other highly corrosive solvents!</p>
<div style="text-align: center; margin-bottom: 5px;"> </div> <p>MATTRESSES - DUVETS</p> <p>Turn your mattress over once a month, and pull back the bedding for a few hours every day. Then open the bedroom windows for ten to twenty minutes. Avoid large temperature fluctuations in your bedroom, and try to avoid temperatures of less than 15°C.</p>	<div style="text-align: center; margin-bottom: 5px;"> </div> <p>METAL / GLASS</p> <p>For daily care, use an ordinary alcohol-based glass cleaner. Caution: glass can become dull due to intensive rubbing. You should never leave damp residue on metal.</p>
<div style="text-align: center; margin-bottom: 5px;"> </div> <p>FABRICS - UPHOLSTERY</p> <p>On all types of fabric, you should first remove the spilled substance as soon as possible with a spoon. Then, in the case of damp stains, dab gently dry with white tissue paper (kitchen towel). You should not rub! Wash the stain with lukewarm water if needed.</p>	<div style="text-align: center; margin-bottom: 5px;"> </div> <p>FAUX LEATHER (PU AND PVC)</p> <p>It should be regularly dusted with a clean, soft, lint-free cloth. Excessive exposure to oils and perspiration will cause faux leather to harden and may lead to cracks and tears, so remove any oil or perspiration stains as quickly as possible. PU leather can only be cleaned with regular water!</p>

FOR THE COMPREHENSIVE CLEANING TIPS TAKE A LOOK IN OUR CLEANING MANUAL

Other points

- The homes on the Flier are connected to central connections. Each homes have their own meters for water, electricity and heat. You do not have to take out a for these yourself; they are settled with the service costs.
- This property is located on an elevated street, the bicycle shed (basement) is positioned on floor 0. The general entrances are on floor 1 (street level).
- Plaza does not have spare keys. To prevent lockout, you can give a spare key to a trusted person. The flats do not have air conditioning. However, you can do a few things to cool the property. cooling. Go to 3.2 cooling for more info.

1. General provisions

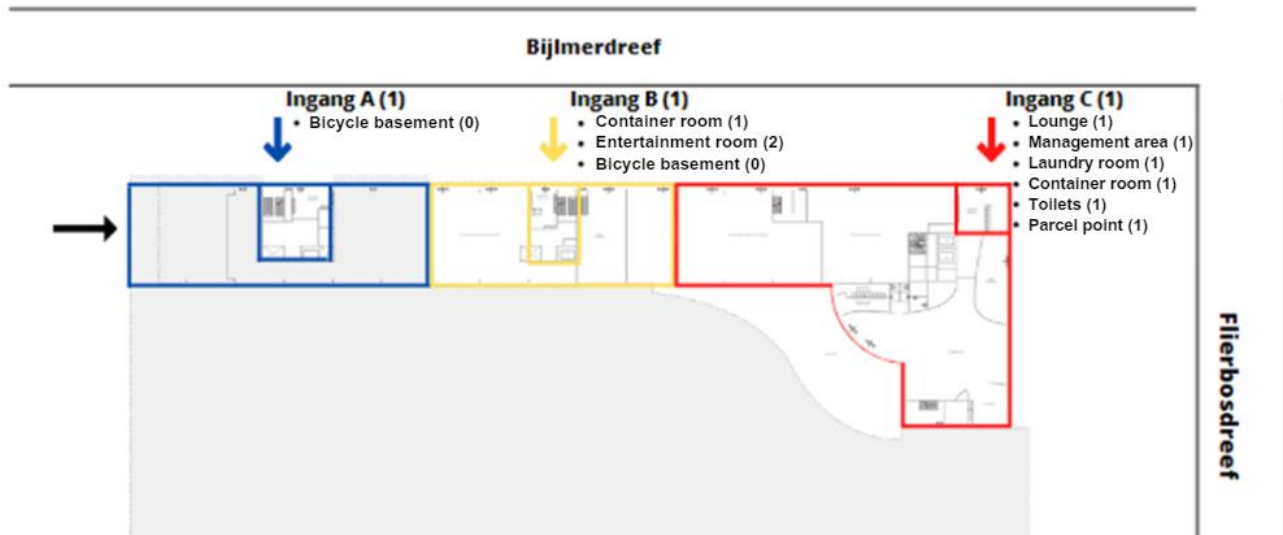
1.1 Entrance and zones

The building is divided into three zones. Each zone has its own entrance and can be recognized by the colors blue, yellow and red. There is also a bicycle basement that is accessible on foot from entrance A.

Each entrance is fitted with letterboxes for the homes in that zone. Each stairwell is also provided with a stairwell & lift.

Note: Zone A (blue) and B (yellow) are closed off from Zone C (red). So, you cannot access the facilities in zone C from entrance A or B. This also applies vice versa.

Note: The entrances to the building are on floor 1. The basement is 0, due to the elevated street.



1.2 Facilities

The building has several facilities you can use.

1.2.1 Bicycle cellar - Entrance A and B

You can enter the bicycle basement by bicycle through the bicycle basement entrance. It is located on Bijlmerplein under the stairs next to the Amsterdam Public Library. The basement is closed with an automatic door, which you can enter with a smart key (Iloq). In the evening also the rolling gate of the basement so that the entrance functions with a lock function to prevent burglaries.

The bicycle basement can be reached on foot through Entrance A and B. You can take the lift or the stairs to floor 0 where the bicycle base is located.

1.2.2 Entertainment room - Entrance B

You can use the entertainment room by booking it with the caretaker.

1.2.3 Container room - Entrance B and C

The building has two container rooms for the two compartments of the building. The container room of zone A and B is located at entrance B. The other container room is in zone C (see floor plan).

PLEASE NOTE: Each container is for a specific type of waste: paper, plastic, rest and VGF.

1.2.4 Laundry room, lounge, and administrator's area - Entrance C

You can access the lounge through entrance C. In the lounge you can relax and use various facilities. Here you will find the laundry room, the manager's room, and the toilet. You can use the laundry room via the app. Below are instructions on how to install and use the laundry room. These instructions are also physically present in the laundry room.



Location Code
PB2011



1. INSTALL THE PAY2WASH APP (AVAILABLE FOR IOS & ANDROID)
2. SCAN THE QR CODE OR GO TO PLAZA.PAY2WASH.APP
3. LOG IN OR CLICK ON 'REGISTER' TO CREATE A NEW ACCOUNT
4. ENTER THE LOCATION CODE WHEN PROMPTED

HOW TO USE THE WASHING MACHINE

HOW TO USE THE DRYER



1

Select a washing machine in the app



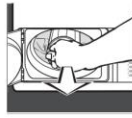
1

Select a dryer in the app



2

Load the drum with your laundry and close the door



2

Clean the filter before you start drying



3

Add detergent



3

Sort the laundry, load the machine and close the door



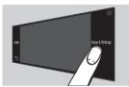
4

Press the START button in the Pay2Wash app or website



4

Press the START button in the Pay2Wash app or website



5

Select the preferred program on the display and press the START button



5

Select the preferred program on the display and press the START button

HOW TO CLEAN THE FILTER



• Pull the fluff filter out by the handle



- Pull the two sections of the filter apart as shown
- Remove the fluff from the surface
- Reassemble the filter and push it back into its housing

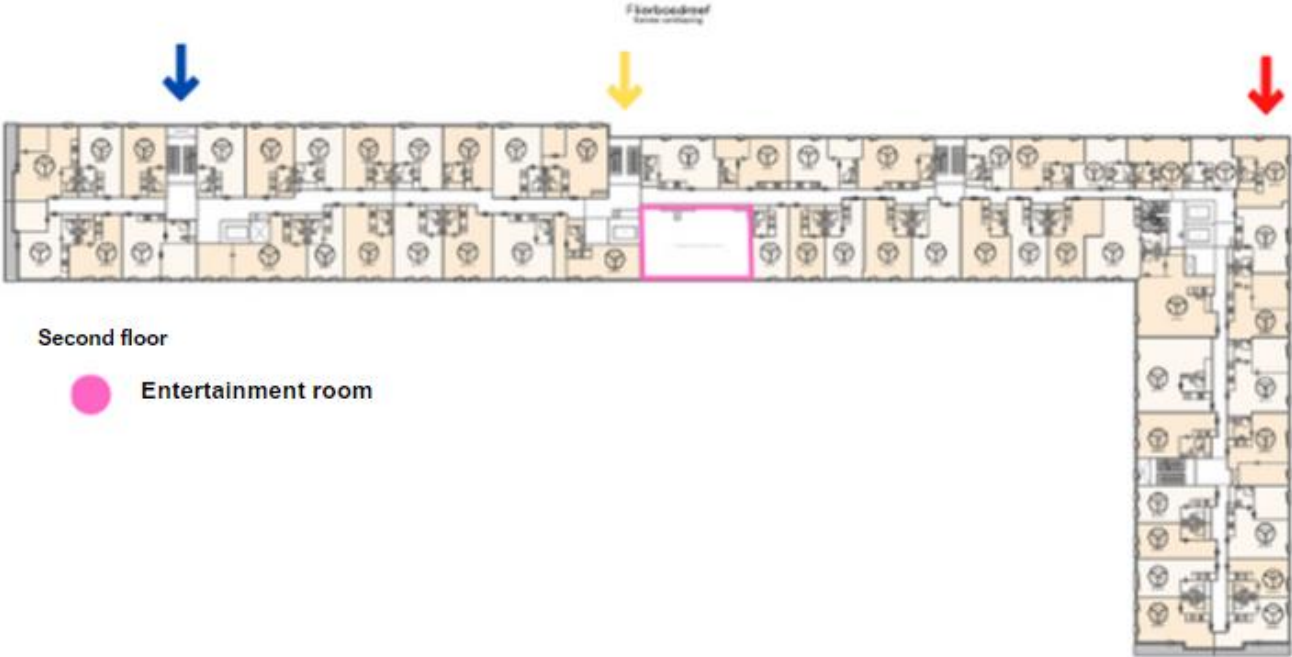
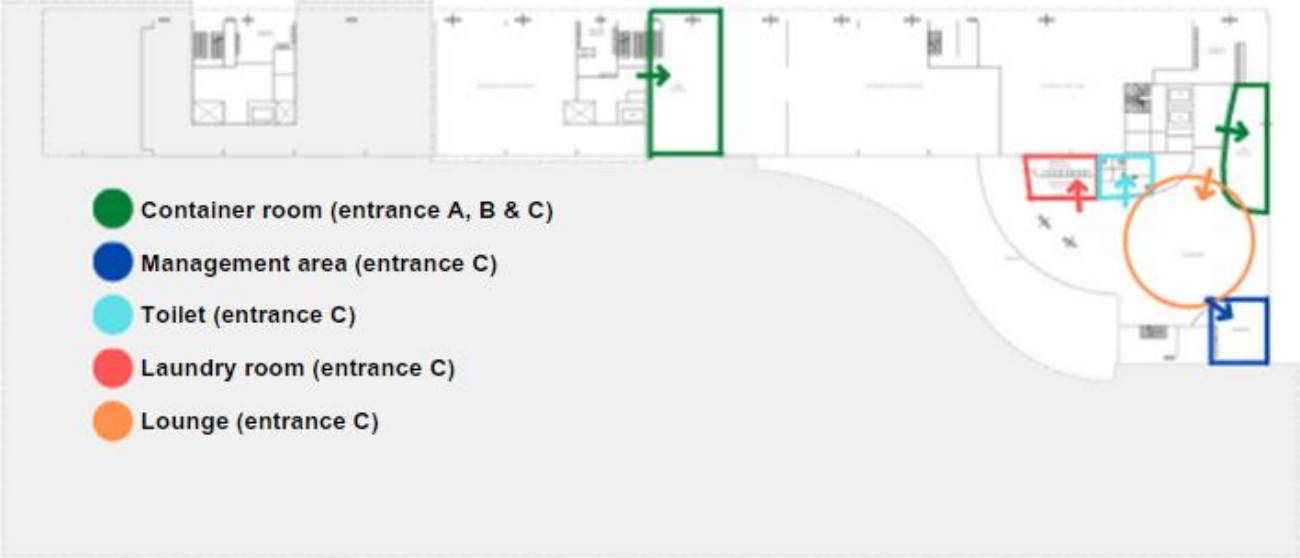
1.2.5 Parcel point MyPup - Entrance C

If you want to have packages delivered, you can do so at our parcel point. This parcel point belongs to MyPup. Read above under 'good to know' for more information.

1.2.6 Administration room - Entrance C

This room houses the building manager.

1.2.7 Floor plan facilities



2. Ventilation

Throughout the building, ventilation is controlled by natural supply and exhaust through the ventilation system. The supply of air is controlled by ventilation grilles. The extraction of air is done by a system that operates fully automatically.

2.1 Ventilation - supply

Two different systems are used in the building:

- Ventilation grille
- Ventilation panel

2.1.1 Ventilation grille

The ventilation grille is located by the window and is easy to operate with the slide on the side. You can move the slider up and down to adjust the ventilation position. If the slider is on red (slide down), the ventilation grid is closed. On green (slide up) the grille is open, and the house is being ventilated.



Open ventilation grille

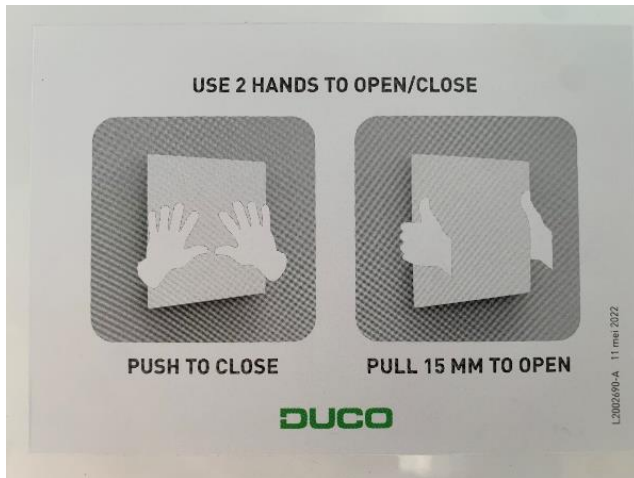
2.1.2 Ventilation panel

The ventilation panel sits against the inside wall of the house. This panel was chosen because it dampens noise from outside better.

Open ventilation grid

The panel can be opened and closed manually. By gently pushing with two hands, the system. Gently pulling with two hands opens the system and the house is ventilated.

Below is an instruction on how to open and close the panel:



2.2 Ventilation – exhaust

The ventilation in the house is controlled by an automated system. This system continuously measures the amount of CO₂ and moisture in the air and adjusts the ventilation setting accordingly. In this way, the air in the home is refreshed day and night. This is done on the automatic setting. So you don't have to worry about ventilation when there are several people in the house or when you take a shower.

You can also adjust the ventilation setting manually. You can do this with the button at the bottom right of the panel. By gently pressing it you can adjust the ventilation setting to the desired level. The lighting on the panel indicates which setting is being ventilated.



Below is an overview of the different ventilation settings:

De verschillende ventilatiestanden

De huidige ventilatiestand wordt getoond met een led die groen brandt.

Getoonde led(s)	Actieve ventilatiestand	Betekenis ventilatiestand
	Automatische stand Knippert de led? Dan is de Auto nachtstand actief.	Het ventileren verloopt volledig automatisch op basis van de CO ₂ -metingen.
	Laagstand	Voor 's nachts, bij afwezigheid of als er 1 persoon aanwezig is.
	Middenstand	Voor overdag, als er mensen aanwezig zijn.
	Hoogstand	Voor tijdens het koken, douchen of als er veel mensen aanwezig zijn.
	Timer 10 min	10 minuten ventileren in de hoogste stand.
	Timer 20 min	20 min ventileren in de hoogste stand.
	Timer 30 min	30 min ventileren in de hoogste stand.

CAUTION: if you take the ventilation off the automatic setting, it will not automatically ventilate the house based on measurements.

More information on how the ventilation system works can be found here:

Link to ITHO Daalderop webpage:
Itho Daalderop - CO₂ sensor, incl. integrated control, 230V

3. Heating and cooling

3.1 Heating

The building used two different systems for heating the home. Look carefully to see which system applies to you.

3.1.1 Floors 2 to 6 - radiators

Heating on these floors is regulated by radiators for each dwelling. Each dwelling has at least one radiator in the living room and one in the bathroom. You can adjust the radiators yourself to your comfort using the dial. The dial has six settings where 0/* = off, 1= low, 5 = high.

Besides the usual settings, the radiator also has a day setting and a night setting. The day setting is shown with a sun and heats to 20 °C. The night mode is represented by a crescent moon and heats to 14 °C.

3.1.2 Floors 7 & 8 - underfloor heating & electric

The heating on these floors is controlled by underfloor heating per dwelling. This can be regulated with the thermostat on the wall. The bathroom has an electric radiator that can be controlled separately.

The thermostat displays the current temperature in the house. The temperature of the underfloor heating can be controlled by turning the dial. The moment you turn the rotary knob, the display shows the current temperature of the underfloor heating. By selecting the desired temperature and then pressing the knob, you can adjust the set temperature.



More information on the operation of the control panel can be found here: [70015-Gebruikershandleiding.pdf \(provarmo.nl\)](#)

CAUTION: Never let underfloor heating drop below 17°C. Underfloor heating works differently from a radiator and heats the room more slowly. Whereas a radiator gets very warm within minutes becomes very warm, underfloor heating cannot. Underfloor heating, on the other hand, heats the room a lot more constant once it reaches temperature. So keep it at a fairly constant temperature between and 18-21°C.

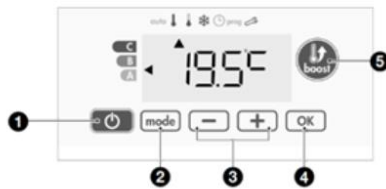
You can operate **the electric radiator** using the control panel at the bottom of the radiator. The temperature can be easily adjusted using with the + and - buttons on the radiator. There are also various possibilities to adjust the radiator. We recommend using the user manual for this.



User manual (Vasco E-Volve E-V-Basic control element): [montage-en-gebruikershandleiding-e-volve-thermostaten-1.pdf](http://projectxxl.nl/montage-en-gebruikershandleiding-e-volve-thermostaten-1.pdf) (projectxxl.nl)

CONTROLS

• Overview buttons



- 1 On/standby
- 2 Operation mode selection
- 3 Plus and minus button to set temperature, time, date and weekly program
- 4 Save settings
- 5 Boost

• Overview indicators



- 1 Boost indicator
- 2 Energy usage
- 3 Heating indicator
- 4 Days of the week (1=monday ... 7=sunday)
- 5 Set temperature
- 6 Open window detection indicator
- 7 Keypad locked

6 Operating modes

- | | |
|-----------------------|------------------------------|
| auto auto mode | date and time setting mode |
| comfort mode | prog programming mode |
| eco mode | settings |
| frost protection mode | |

3.2 Cooling

The houses do not have air conditioning. However, you can do some things to prevent the house from getting very hot. For example, you can:

- **During the day**, use blinds and keep windows closed.
- **In the evening & morning**, open windows when it's cooler outside. You can also turn up the ventilation setting higher to speed up the removal of warm air and supply of cooler air speed up.

4. Access control

4.1 Keys and mailbox

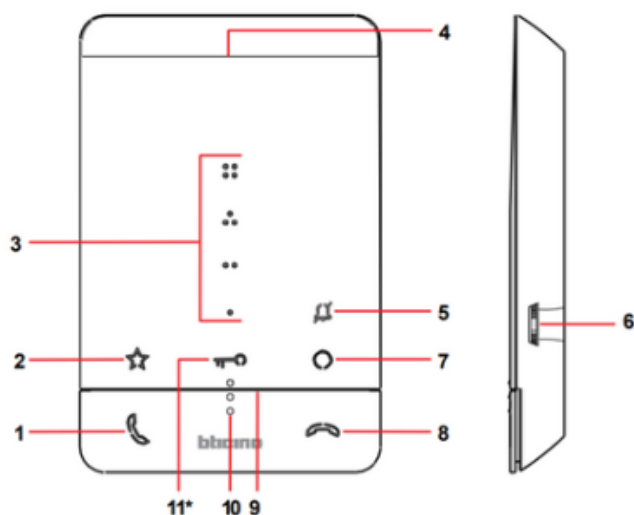
You will receive several keys for the property: smart key (iloq), house key, meter key and a post box key. You can use the smart key to open the entrance and the bicycle shed. The post box can be found at the entrance that is applicable to you.

PLEASE NOTE: Plaza does not have spare keys. To prevent lockout, we recommend that you give a spare key to a trusted person.

4.2 Intercom system

Every home has an intercom system. This system allows you to let visitors in at the entrance. By pressing the phone at the bottom left (digit 1), you can communicate with the visitor downstairs. Then press the key in the middle (digit 11) to unlock the door and let the visitor in.

You can find more information about the intercom system in this manual:



Legend

When pressed, the keys light up and a "beep" sound is emitted.

1. Key for activating communication. Green LED blinks: incoming call.
2. Key for stairwell lighting
3. Programmable touch keys
4. Speaker
5. LED indicating that the bell is deactivated red LED flashing: bell deactivated
6. Navigation button
7. Touch button for activating the outdoor station.
8. Button for deactivating communication Red LED flashes: communication is active
9. Microphone
10. Touch guides for the visually impaired
11. Touch button open door lock

Bticino manual: [PowerPoint-Presentation \(ecataleg.nl\)](#)

here

5. Wifi

Each room has its own router and internet connection. The name of your router can be found on the router itself behind the text: SSID. Select this router on your device and then enter the password displayed on the router. Do not adjust the router's settings.

If the internet does not work or you cannot connect to the router check the following.

Switch off the router and remove the power cable and internet cable from the router. Check that the internet cable is whole and the input is clean. After 15 seconds you can reconnect the power and internet cable again. Wait for another 15 seconds and then try to connect again. If this does not work, please report it to the ITT Desk.

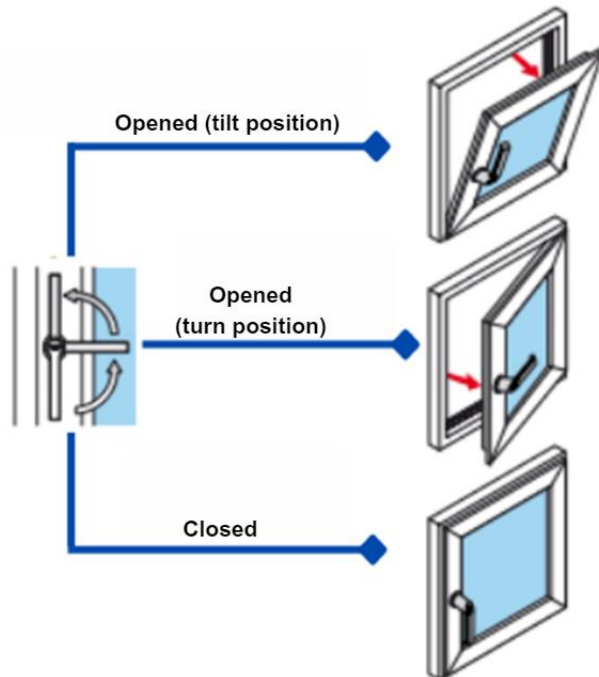
ITT Desk number: 085 014 0141



6. Window and tilt-and-turn window

The windows can be opened with a tilt-and-turn system. It is important to handle this system with care. This system can be vulnerable if used incorrectly. Therefore, pay attention to the following three points when opening and closing the window.

- Make sure the window is tightly closed. If you want to change from one the position of the window, the window must first be properly closed. The mechanical in the window may otherwise be damaged and broken.
- When changing the opening position (tilt & turn position), always turn the window back to the closed position first. That way, the system locks itself again and you reduce the risk of damage or an accident.
- Always use two hands, one for turning the handle and the other to support and guide the window on the other side.



Don't succeed? Then don't force anything!

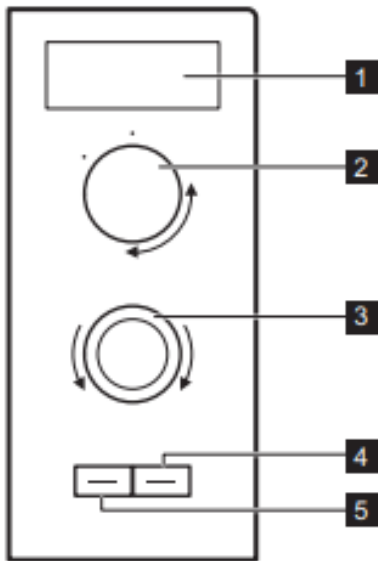
The window may not be suitable for opening at all positions. Did the window work before and now it does not? Report this in MyPlaza.

7. Kitchen

Each flat has a kitchen with a built-in 2-burner or 4-burner induction hob, extractor hood, fridge and built-in combination oven/microwave of the Zanussi brand. Below, the appliances are explained with instructions and points to watch out for when using them.

7.1 Combi oven/microwave

The kitchen has a built-in combi oven/microwave. It can be operated using the control panel on the right-hand side. This control panel consists of a display (1), control knob (2), weight/time knob (3), start / +30 seconds button (4) and a stop/erase button (5). Below is an instruction of the control panel and features of the combi oven/microwave:



	Function	Description
1	Display	Show settings and current time.
2	Control knob	Turn to set power level
3	Weight / Time knob	Turn to set cooking time or weight
4	Start / +30 seconden-knop	Press OK to start the unit or extend cooking time by 30 seconds at full power
5	Stop / Clear button	Press the inverted triangle to turn off the unit or delete cooking settings

Control knob

Symbol	Function	Description
	microwave	to select the microwave function
	grill	to select the grill function
	fan	to select the hot air function
	combination cooking	to use the grill and microwave function at the same time
	combination cooking	to use the hot air and microwave function at the same time
	combination cooking	to use the grill and hot air function at the same time
	combination cooking	to use the hot air, grill and microwave functions at the same time
	defrost weight	defrost food by weight
	defrost time	defrost food by time
	clock	to set the clock

Please note that when turning the knob, you cannot turn it all the way around. The knob may break off as a result.

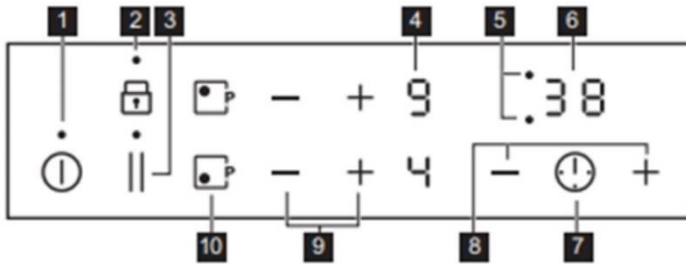
More information on use and cleaning can be found in this manual: [Manual \(electrolux-medialibrary.com\)](http://Manual.electrolux-medialibrary.com)



7.2 Hob

The hob is a 2-burner or 4-burner induction hob. It can be operated manually on the hob itself. Keep the hob clean to keep the control panel working properly.

The control panel has several functions which are explained below:



Use the touch keys to operate the device. The displays, indicator lights and sounds show which functions are being used

Touch keys	Function	Note
1	ON / OFF	Turn the cooktop on and off.
2	Locking / Child protection device	Lock/unlock the control panel.
3	Pause	Switching the function on and off.
4 -	Cooking mode display	Display the cooking mode.
5 -	Timer indicator for the cooking zones	Indicates the zone for which you are setting the time.
6 -	Timer display	Display the time in minutes.
7		To select the cooking zone.
8 + / -		Extend or shorten the time.
9 + / -		Setting the cooking mode
10	Powerboost	Switching on the function

More information on how the induction hob works can be found in this manual. Zanussi induction hob manual: [Manual \(electrolux-medialibrary.com\)](http://electrolux-medialibrary.com)

7.3 Extractor hood

Above the hob is a recirculating extractor hood. This type of hood filters the air and blows it cleanly back into the house. It also has built-in lighting and various ventilation modes. These can be manually operated from the front of the hood.

Note: Because it is a recirculating hood that blows the air back into the house, the filter inside needs to be changed regularly. This carbon filter should be replaced every six months when used

intensively. However, it may also need to be replaced if you feel that the air is no longer being extracted properly. Below are instructions on how best to do this:

1. Switch off the lighting and ventilation of the cooker hood.
2. Open the sliders on the front of the grille (photo 1).
3. Carefully open the grille and lower it gently (photo 2).
4. Turn the filter clockwise to loosen it (photos 3&4).
5. Turn the new filter into place and gently close the grille.



You can order the filter from Zanussi's website.

Link to carbon filter: [Bekijk de onderdelen voor 94249059602 | Model ZHT631X | Zanussi NL](#)

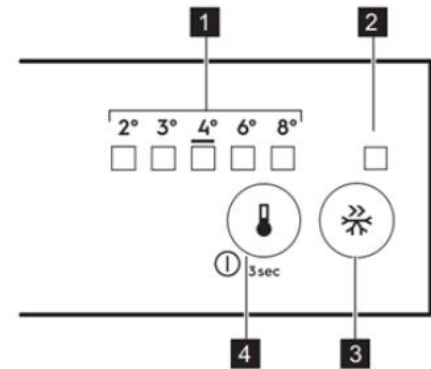
7.4 Refrigerator & freezer

7.4.1 Refrigerator

The fridge is from the Zanussi brand and has a freezer compartment in addition to a refrigerator section. You can adjust the temperature of the fridge using the panel inside. A light (1) indicates what temperature the fridge is at. By pressing the thermometer (4), you can change the temperature to one of the other options. Hold down the button for 3 seconds to switch the fridge on/off.

The other button is the FastFreeze function (3). You can use this function to speed up food freezing and protects food already stored in the freezer compartment from unwanted warming. Activate this function 24 hours before you put the food in. This function stops automatically after 52 hours.

Furthermore, the fridge needs regular attention. The fridge should be cleaned regularly to avoid unpleasant odours or problems. You can do this by emptying the fridge, removing shelves and wiping everything down with soapy water.



1. Temperature indication LED
2. FastFreeze light
3. FastFreeze button
4. Temperature button ON/OFF button

7.4.2 Freezer

The freezer is located at the top of the fridge. You can open it by pulling the handle of the freezer door.

CAUTION: The freezer door can break if it is pulled too hard. So open and close it carefully.

It is important to completely defrost the freezer compartment at least every six months. Too much ice formation reduces energy consumption and makes the freezer seal less effectively. It can also damage the freezer door.

When defrosting the freezer, always have towels ready to absorb thawing water. This is because this water can cause damage to the flat. Below is a step-by-step plan on how to defrost the freezer:

1. Turn off the freezer and empty the freezer completely.
2. Take a plant sprayer or other empty spray such as an empty Glassex bottle and fill it with hot water. For a fresh freezer, you can also add a dash of all-purpose cleaner right away.
3. Place a towel in your freezer compartment to prevent melted ice water from pouring out of the freezer. To be safe, you can always put a towel on the floor for excess drips.
4. Using the bottle, spray the hot water onto the caked ice.

5. Remove the excess ice with a plastic or wooden spatula. Never use a sharp object or anything metal, as you may damage the cooling elements.
6. After about 10 minutes, your freezer or freezer compartment will be ice-free.
7. Wipe down the walls and shelves with a clean cloth, possibly with some all-purpose cleaner.
8. Wipe down the walls and shelves with a dry cloth and let the freezer dry thoroughly.
9. Switch the freezer back on and - when it has cooled down - put the products back in. Do wipe the ice off the products first.

More information on how to operate the refrigerator can be found here. Zanussi refrigerator manual: [Manual \(electrolux-medialibrary.com\)](http://electrolux-medialibrary.com)

7.5 Sink

For the sink, it is important to keep the drain clean. If it becomes dirty, it can worsen the flow. Avoid flushing grease as much as possible.

Is there a smell coming from the sink? Then make sure the sink drain is thoroughly clean and let the tap run for a while. Should this not help, you can check the siphon under the sink. There is a cup here that may contain dirt. Unscrew the cup, clean it, and tighten it again. Run the tap again. Is the problem still unresolved or are you unable to solve it? Submit a report in the customer portal.

Siphon cleaning instruction video: [\(722\) De Digitale Vakman: Sifon schoonmaken - YouTube](https://www.youtube.com/watch?v=722DeDigitaleVakman)

8. Fire safety

In the case of a fire, it is important to pay attention to the following points:

- Stay calm
- Warn others
- Leave the building as quickly as possible by the shortest and safest route
- Close windows and doors behind you to prevent the spread of fire, smoke and heat
- If smoke develops, stay close to the floor. Smoke rises.

8.1 Escape routes

Every house has a floor plan showing which escape route is closest to you. This map can be found on the inside of the front door. Your own home is marked. The escape routes can also be recognized by these signs:



8.2 Fire alarm

Fire alarms are installed throughout the building in accordance with the legal requirements. Each flat has its own fire alarm. The moment this goes off, there is an emergency, and you will have to leave the building immediately.

8.3 Door closer

Houses that have only one connection to an escape route have a door closer. These normally do nothing. The moment a fire breaks out these door closers ensure that the doors close automatically. They do this to slow down the spread of heat and fire to the corridor. You can still open and close the door.

9. FAQ

I want to make a report, where can I do this?

If you want to make a report, the best way to do so is on our customer portal. The notification will go to the manager who will deal with it as quickly as possible. Is it an urgent report? Then call us on +31 88 2263518.

Lockout

Plaza does not have any spare keys for the property. We recommend that you give the spare key to a trusted person who you can reach in case of lockout. If this fails, call the 24/7 emergency number via this number: +31 88 2263518.

No wifi or internet connection

Switch off the router and unplug the power cable and internet cable from the router. Check that the internet cable is whole, and the input is clean. After 15 seconds, you can replace the power and internet cable. Wait another 15 seconds and then try connecting again.

If this does not work, please report this to the ITT Desk. ITT Desk number: 085 014 0141

Power failure

Do not use water in the event of a power failure! This can cause enormous damage.

Next, check whether the power failure is local to the house or whether the entire building is without power. You can check this by looking in the meter box to see if the switches are all up. If that is the case then it is a power failure in the entire building, if that is not the case and switches are down, then it is a local power failure.

Local: If the power failure is only in the house, check that the meter box switches are all up. You can move the switch that is down back up without any problem. After that, is the problem not solved or does the switch go down immediately? Then unplug all electrical appliances and try again. If the problem persists, contact MyPlaza. In case of local power failure, you can use water.

Entire building: Are all switches in the meter box up and you still have no power? Make a report in MyPlaza or call us and we will arrange for an electrician to come as soon as possible to investigate the power failure. Do not use water!

Leaking tap sink

If you have a broken tap, you can shut off the water through the stopcock under the sink/sink. By closing the stopcock, the tap will no longer receive water and will no longer leak. Then report the broken tap via MyPlaza. Conversely, if little to no water comes out of the faucet, it could be that the stopcock is turned shut. Turn it open and see if the problem is fixed. Is that not the case? Then make a report in MyPlaza.

Preventing Legionella

If you are away from home for a long time, make sure someone runs the water pipe properly for at least ten minutes every week. In addition, it may help to place the shower head on the floor so that the water can drain better. If you cannot manage to flush the pipe, make sure that when you return, you let the pipe run even longer before using the water. Keep in mind to ventilate the room well in the process.

Odor from sink

Make sure you clean the sink drain well and run the tap for a while. Should this not help, you can check the siphon under the sink. Here, there is a cup where dirt can be trapped. Unscrew the cup, clean it, and tighten it again. Run the tap again. Is the problem still unresolved or cannot you solve it? Then report the problem in MyPlaza.

Siphon cleaning instruction video: [\(722\) De Digitale Vakman: Sifon schoonmaken - YouTube](#)

Odor from balcony

It could be that the balcony drain is causing this smell. At that point, it is best to pour two glasses of water with a drop of olive oil down the drain. Should the smell persist, report it in MyPlaza.