

THE GENERAL >

WELCOME TO THE GENERAL!

All the information you need.



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GENERAL INFORMATION

THE GENERAL

First aid kit

The first aid kit is located on the ground floor. In case of emergency, dial 112 (emergency number of The Netherlands) on your phone.

Waste

You need to deposit your waste in the containers outside, in front of the building. You will need a CityPass to open them. Don't forget to close the container after use! The containers have a big and a small hole. If you don't have much waste, please use the small one. Also, please don't place your waste anywhere else in the building, like in the hallways.

Every resident needs to have a CityPass. More information about receiving a one can be found on page 6.

Shared car

The General has a shared electric car available. This BMW i3 can be reserved through the 'OnzeAuto' app. If you are interested in using this shared car, please send check the following website: <https://samenslimrijden.nl/en/the-general/>.

Door and key

Please always lock the door with your key, do not just close it behind you. If you have locked yourself out from your studio or apartment, please give us a call at [+31 \(0\) 88 178 00 00](tel:+3120881780000) so we can let you in again as soon as possible. Locking yourself out will cost you a certain fee depending on the time and day. This fee is €25,- during office hours (Monday-Friday, from 09:00AM till 05:00PM) and €175,- outside of office hours and during (national) holidays.

Keep in mind that you can't call a locksmith if you lock yourself out. We make use of special iLoq-locks that can be damaged if you call a locksmith. You will have to cover the damage costs if this happens.

Walls

Don't put or nail anything on the walls, use the pin-up board for this.

Maintenance requests

If something is broken in your apartment or the community rooms, please report it through our BLOXS-portal. You can find this portal in the navigation bar of www.livinginthegeneral.nl (click Log In, in the top-right of the screen). You will receive your personal credentials in your mailbox soon (if you haven't received them, please contact us). *Attention: **all** maintenance requests should be reported through this portal, to keep everything organized. Because of this, e-mails about maintenance requests will only be processed on the next Monday, before 5:00 PM. Requests that are reported through BLOXS will **always** get priority over those reported through e-mail.*

GENERAL INFORMATION

EINDHOVEN

Drinking water

It's perfectly safe to drink water from the tap in the Netherlands.

Emergencies

If an emergency occurs and you need the police, firefighters or immediate medical care: dial **112**. There are several police stations in Eindhoven. However, if you want to report a crime without emergency, call **0900-8844**.

Medical Care

You can only go to the hospital for urgent matters or if you have a referral note from your General Practitioner. There are three general hospitals in Eindhoven:

- Catharina Ziekenhuis located at Michelangelolaan 2
- St. Anna Ziekenhuis located at Antoon Coolenlaan 1
- Maxima Medisch Centrum located at Dominee Theodor Fliednerstraat 1

If you need to see a doctor during the weekend, at night or during a national holiday, you can contact the 'huisartsenpost' by calling this number: **0900 8861**. Make sure you call them before going there, otherwise they will reject you.

We recommend that you register at a general practice. Your doctor will keep a record of you and it will be easier to keep track of your prescriptions and medical history. Also, in case you get very ill, it is easier to go to your own GP, since you will not have to wait very long there. This person will serve as your first contact person in case of illness and can prescribe medication or refer you to a specialist. There are multiple general practitioners in Eindhoven, below some of the options:

Gezondheidscentrum De Oude Toren

Amundsenlaan 309
5623 PT Eindhoven
040 295 0955
Website: <https://www.gcot.nl>

Huisartsenpraktijk Rapenland

Generaal Coenderslaan 51B
5623 LV Eindhoven
040 243 1242
Website: <http://www.rapenland-huisartsen.nl>

Huisartsenpraktijk N. Georgis

Frankrijkstraat 13
5622 AD Eindhoven
040 296 1190

Dentist

The Dutch word for dentist is 'tandarts'. Call a practice to ask whether they are accepting new patients (each practice has a maximum number of patients that they are allowed to see). Another option would be to contact your health insurance agency to request a list of practices that are accepting new patients. If you are in urgent need of a dentist, you can call an emergency dentist: 088 232 8285. You have to call before you visit them.

Shops

Grocery Shopping

Albert Heijn is one of the most well-known grocery stores in the Netherlands. There are two close to the Europalaan (Cassandraplein 8 and Woenselse Markt 5). Their weekly offers are only valid if you have a bonus card. Check out www.ah.nl for current discounts. Stores are usually opened from Monday to Saturday from 8.00-20.00. However, some stay open until 22.00, such as the Albert Heijn close to the Europalaan. On Sunday those Albert Heijn are opened from 12.00-20.00. You also have a number of other groceryshops in the area. They called Plus, Jumbo and the Aldi. At the Kruisstraat in Eindhoven, you can also find Turkish and Asian supermarkets there as well.

Cheap Stores

Aldi and Lidl are cheaper supermarkets, Action is a very cheap store that sells almost everything. It is not a supermarket, so you will not find a lot of food there. From day planners to lawn flamingos, Action has it all!

Markets

Every week there are markets in Eindhoven. Here you can buy not only food, but also clothes! Often, the markets are much cheaper than regular stores. An overview of the weekly markets:
Centre Market: Tuesday 09.00-12.00, Centre
Zaterdagse Markt: Saturday 08:00 – 17:00, Woenselse markt 47-48
Weekmarkt: Saturday 10:00 – 16:00, Wilhelminaplein

Restaurants and bars

Most cafés and restaurants are situated at the “Markt” in the center of Eindhoven. A square surrounded by cafés and restaurants. Here’s a selection of our personal favourites, where you can take drink and eat by day and night:

- Grand Café Centraal
- De Wildeman
- De Vooruitgang
- Carrousel

Another place where you can find a lot of restaurants and trendy bars are located at the “Kleine Berg”. This is lovely street with good restaurants where you can eat delicious dishes. Here’s a selection of our personal favourites

- Restaurant Mangiare: Typical Italian restaurant!
- Bobby’s Bar: gin tonic bar with an amazing, chill vibe.
- Restaurant Kreeftenbar: Here you can enjoy the Asian cuisine and dishes of lobster.

If you want to go out. You need to go to “Stratumseind”. This is the longest bar street of the Netherlands. Here starts your nightlife! You can find a lot of bars where you can take a drink. The best days to go is from Thursday till Saturday.

CULTURE IN EINDHOVEN

Movies

If you want to watch a movie, there are many possibilities in Eindhoven. In the city centre you'll find Pathé Cinemas. A regular ticket costs approximately €8,50 (with your studentcard), a Sneak Preview movie on Monday evening costs €6,50. If you're really into movies it might be a good option for you to buy the Pathé Unlimited Pass. For €21,- a month you can go see as many movies you want! You can buy your card at the Service Desk, don't forget to bring your ID and bank card! Another option is Vue Cinemas also in the centre of Eindhoven. This cinema is similar to the Pathe.

Concerts

Eindhoven is known for one of the biggest concert halls in the Netherlands, called Parktheater, make sure to check out their agenda at <https://www.parktheater.nl/en/programma>.

Sports

There are a lot of options to sport. One of the options close to Europalaan is Jetts Fitness (24 Hours fitness). You can reserve a spot in a sport's class or get personal training. The Sports Centre is 24 Hours open. You can work out at any time from early morning to late evening.

For up-to-date information you can take a look to the website: <https://www.jetts.nl/en/>. The price for being member is €33,50 for a month. You can use over 250 Jetts gyms, across the world.

Another big gym is called Fit for Free. This one is much cheaper. The price for being member is just €19,99! For more information about this gym you can find it on the website: <https://www.fitforfree.nl/about-fit-for-free>.

GETTING A CITYPASS

To dispose your waste in Eindhoven, you need a CityPass (stadspas), which you can receive for free! It has multiple other benefits as well, like discount on sports activities and enjoying city parks.



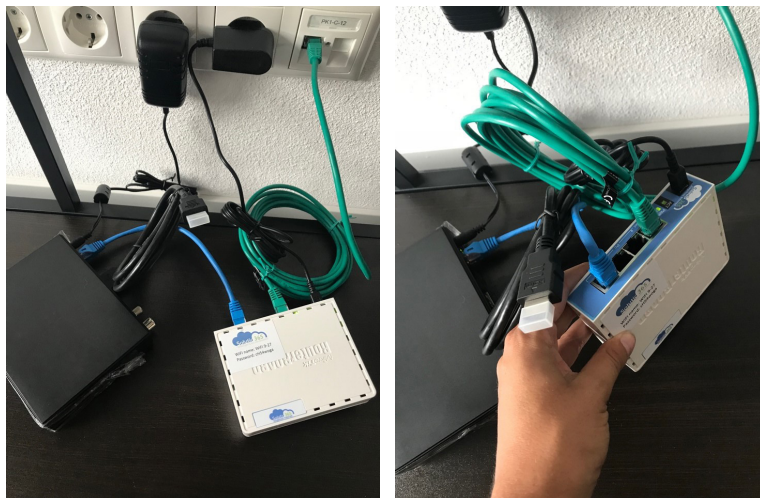
You should automatically receive this CityPass when you register yourself as a resident of Eindhoven at the municipality. For more information, please check the following website: <https://www.eindhoven.nl/en/city-and-living/living/city-pass-stadspas>

MANUALS

Most of the manuals can be found in your kitchen cabinet, but some can only be found in this document. Don't throw this away!

Wireless internet

You can find your Wi-Fi password on the personal router in your apartment. The router is located on the black rack cabinet.



TV-connection

Every room has TV-connection. You have to connect the TV kit with the router. You can see how to do this on the pictures below. You can find the TV kit in the electricity cabinet.

Heating

The heating has 5 levels. Rotating the button will change the level, 5 is the warmest one. The average temperature of a home in the Netherlands is around 20°C. If it's not necessary, please turn the heating of.

Kettle

In your kitchen you can find the kettle. Plug it in the plug connection, put water in it and press the button on top of the kettle. That's all!

Hood

The cooking hood will turn on when you pull it. After pulling it, you will see two buttons. The left one the button that turns on the lighting and the right one turns the hood on and off.

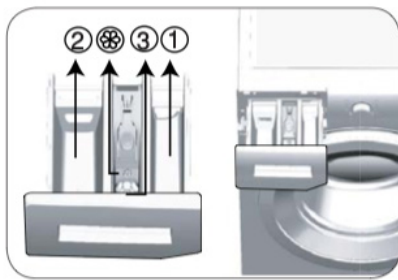
CO² sensor

1. If you press the button with the circle on it once, you will see that light pops up at the first level, automatic (A).
2. If you press one more time, you will move to the second level, and so on. The fourth level is the highest level of ventilation.
3. If you select the second, third, or fourth level, it will automatically turn back to the automatic level when the CO² content is normal again.
4. The fifth level is an hourglass, this is the timer. You can choose to put the sensor for 10, 20 or 30 minutes on the highest level.



Washing machine

1. Place the laundry in the washing machine.
2. Add detergent and fabric softener.



The detergent drawer is composed of three compartments:
 - (1) for prewash
 - (2) for main wash
 - (3) for softener
 - (⊗) in addition, there is a siphon piece in the softener compartment.

3. Depending on the type of fabric, choose a programme.

EN						
Program	Max. Load (kg)	Programme Duration (~ min)	Water Consumption (l)	Energy Consumption (kWh)	Max. Speed***	
Cotton 90°	90	6	180	87	2.2	1600
Cotton 40°	40	6	180	85	0.95	1600
Cotton 20°	20	6	180	85	0.53	1600
Cotton 60° with Prewash	60	6	200	95	1.8	1600
Cotton Eco 60°	60**	6	240	43.6	0.780	1600
Cotton Eco 60°	60**	3	178	37.3	0.580	1600
Cotton Eco 40°	40**	3	178	37.3	0.600	1600
Synthetics 40°	40	2.5	120	65	0.75	1200
Synthetics 20°	20	2.5	120	65	0.25	1200
Mini 30°	30	6	28	60	0.15	1400
Wool/Hand Wash 40°	40	1.5	65	47	0.45	1200
DownWear 40°	40	1.5	105	85	0.8	1000
Shirts 40°	40	2.5	80	42	0.6	800
Drum Clean	90	-	160	67	2.1	600

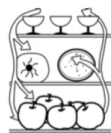
Refrigerator

You can find a button in the refrigerator with different numbers. With this button, you can change the temperature of the refrigerator. How higher the number, how colder it will be.

Cold storage is for short-term food

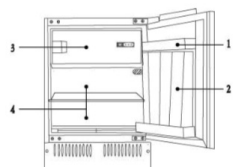
Storage or for daily consumption.

Although the temperature in most parts of the cold storage compartment can be regulated between 0 and 10 degrees Centigrade, extended periods of food storage is not recommended. Cold storage should only be used for short-term storage.



Cold storage compartment

1. Eggs and butter
2. Beverages and bottled food
3. Food to be frozen
4. Cookies, cooked food and milk



Cautions for cold storage

* Hot food must be cooled to room temperature before storing in the refrigerator

* Dry any water droplets on the food before placing it in the refrigerator.

* It is recommended that food be sealed in suitable storage bags before being placed in the refrigerator; this will prevent moisture in the food from evaporating and prevent vegetables and fruit from withering or altering in flavor.



Hob/cooking plate

5 How to use the hob

General information about cooking



Never fill the pan with oil more than one third of it. Do not leave the hob unattended when heating oil. Overheated oils bring risk of fire. **Never attempt to extinguish a possible fire with water!** When oil catches fire, cover it with a fire blanket or damp cloth. Turn off the hob if it is safe to do so and call the fire department.

- Before frying foods, always dry them well and gently place into the hot oil. Ensure complete thawing of frozen foods before frying.
- Do not cover the vessel you use when heating oil.
- Place the pans and saucepans in a manner so that their handles are not over the hob to prevent heating of the handles. Do not place unbalanced and easily tilting vessels on the hob.
- Do not place empty vessels and saucepans on cooking zones that are switched on. They might get damaged.
- Operating a cooking zone without a vessel or saucepan on it will cause damage to the product. Turn off the cooking zones after the cooking is complete.
- As the surface of the product can be hot, do not put plastic and aluminum vessels on it. Clean any melted such materials on the surface immediately. Such vessels should not be used to keep foods either.
- Use flat bottomed saucepans or vessels only.
- Put appropriate amount of food in saucepans and pans. Thus, you will not have to make any unnecessary cleaning by preventing the dishes from overflowing. Do not put covers of saucepans or pans on cooking zones. Place the saucepans in a manner so that they are centered on the cooking zone. When you want to move the saucepan onto another cooking zone, lift and place it onto

the cooking zone you want instead of sliding it.

Tips about glass ceramic hobs

- Glass ceramic surface is heatproof and is not affected by big temperature differences.
- Do not use the glass ceramic surface as a place of storage or as a cutting board.
- Use only the saucepans and pans with machined bottoms. Sharp edges create scratches on the surface.
- Do not use aluminum vessels and saucepans. Aluminum damages the glass ceramic surface.



Spills may damage the glass ceramic surface and cause fire.



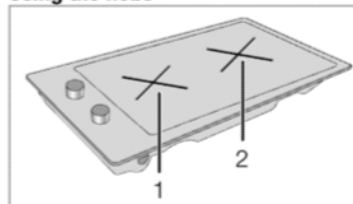
Do not use vessels with concave or convex bottoms.



Use only the saucepans and pans with flat bottoms. They ensure easier heat transfer. If the diameter of the saucepan is too small, energy will be wasted.



Using the hobs



- 1 Single-circuit cooking plate 14-16 cm
- 2 Single-circuit cooking plate 18-20 cm is list of advised diameter of pots to be used on related burners.



DANGER:

Do not allow any object to drop on the hob. Even small objects such as a saltshaker may damage the hob. Do not use cracked hobs. Water may leak through these cracks and cause short circuit. In case of any kind of damage on the surface (eg., visible cracks), switch off the product immediately to minimize the risk of electric shock.

Glass ceramic hob is equipped with an operation light and a hot zone warning indicator. Hot zone warning indicator indicates the status of the active zone and it remains lit after the plate is turned off. When the temperature of the plate cools down to a level that it can be touched by hand, warning indicator turns off. Flickering of the hot zone warning indicator is not a failure.

Turning on the ceramic plates

The hob control knobs are used for operating the plates. To obtain the desired cooking power, turn the hob control knobs to the corresponding level.

Cooking level	1	2 — 3	4 — 6
	warming	stewing, simmering	cooking, roasting, boiling

Turning off the ceramic plates

Turn the plate knob to OFF (upper) position.

CONTACT US

If you have any questions during your stay at The General, you can take a look at our website (www.livinginthegeneral.nl), send us an e-mail or give us a call!



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SHARE YOUR OPINION!

Our team is always busy with making The General a better place than it already is, by improving things that our residents point out.

If you ever have any comments or ideas about The General, please mail them to us! (service@magisvastgoed.nl).

Leaving a review on our Google-page will also be highly appreciated. Share your story with us and future residents, we're very interested in it!



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