

Contact

How can I contact White House Asset Management?

White House Asset Management can be reached on weekdays from 8:30 AM to 5:30 PM at the phone number 0182-221 014. You can easily submit a repair request via the tenant portal. For emergencies outside office hours, you can make an urgent report to 24Service in Gouda via 0182-547 060.

I do not (yet) have an account for the tenant portal. How can I request one?

If you are a tenant, you should have received login details for the Tenant Portal. If you did not receive these details, please let us know by emailing: meldingen@whitehousedevelopment.com.

I forgot my password. How can I request a new one?

If you have forgotten your password, you can click on the '*forgot password*' button at the login page. Enter your email address, and you will receive an email with a link to reset your password.

I would like to change my personal information.

You can send an email to meldingen@whitehousedevelopment.com. In this email, indicate what information you would like to change, such as phone number, bank account number, or email address, and provide the new details. Remember to always include your home address!

Renting

Which insurances should I take out?

White House Asset Management is responsible for arranging the building insurance. You are responsible for all other insurances. For your personal belongings, we recommend taking out contents insurance (optional: glass insurance).

When do I have to pay my rent?

Each rental contract includes agreements regarding rent payments. If you have any questions, please contact us.

How can I set up a direct debit?

Direct debit is only possible for residential properties and is activated automatically when the rental agreement begins. For commercial properties, direct debit is not possible.

I have fallen behind on my rent payments. What should I do?

Please contact us as soon as possible. This can be done through the tenant portal or by emailing facturen@whitehousedevelopment.com.

How can I provide a different bank account number?

You can easily update information such as your bank account number via the tenant portal on our website.

How can I become a co-tenant?

To become a co-tenant, you need to submit a request to White House Asset Management via the tenant portal on the website. Partners who are living together but are not married or in a registered partnership are not considered co-tenants.

Can I sublet my property?

No, subletting your property is not allowed. You are required to use the rented property as your main residence. If we suspect subletting, we will report it to the relevant municipality.

Can I list my property on Airbnb during my vacation?

No, offering the property on Airbnb is considered subletting and is not allowed. If we discover this, we will report it to the municipality. The legal and financial consequences will be your responsibility.

How can I terminate my rental agreement?

Terminating your rental agreement must be done in accordance with article 3 of the signed rental contract. Please review the signed rental contract and contact us if you have any questions.

In what condition must I leave the property?

The property must be left in good overall condition. Generally, we expect you to leave the property empty and clean, in the same condition as when you started your rental agreement.

Who will contact me for the final inspection?

One of our staff members will contact you to schedule the final inspection. You can always contact us for a pre-inspection or if you have any questions in advance.

When will I get my deposit back?

Once the final inspection is completed (the property is empty, clean, and free of any belongings), and there are no outstanding rent payments, you can expect your deposit to be returned within two weeks to the bank account we have on file. If the property was not left in good condition and we need to carry out maintenance, we will contact you, and it may take longer than two weeks to return the deposit. We may also need to withhold part of the deposit.

Is it possible to get a landlord reference?

Yes, you can request this through the tenant portal.

Repairs

I have a repair request, how can I report it?

You can only submit a repair request via our tenant portal, and it will be resolved as soon as possible.

After receiving the keys, I found a technical issue. What should I do?

If you discover an issue after receiving the keys, you can submit a repair request via the tenant portal on our website, and it will be resolved as soon as possible.

Which repairs am I responsible for as a tenant?

In the Netherlands, the 'Small Repairs Decree' ('Besluit Kleine Herstellingen') applies. Based on this, we have created a Maintenance Guide, which you can find on our website under the 'Tenant Login' section.

Can I have extra keys made?

This depends on the property. Some locks are certified, meaning extra keys can only be made through White House Asset Management. This is usually the case if your key has a serial number. You can order keys through the tenant portal, and the cost is your responsibility. If the lock is not certified, you can have extra keys made by a locksmith yourself.

Can I make renovations in the property?

For major renovations, you must always seek permission from White House Asset Management, such as for removing a wall or installing sunshades. For minor renovations, such as laying laminate or painting interior walls, you do not need permission. When terminating the rental agreement, the property must be returned to its original condition. If you have any questions, please contact us.

What am I allowed and not allowed to paint?

You are allowed to paint the interior walls. However, the walls must be restored to their original state at the end of the rental period. This also applies to the interior frames (woodwork inside).

We are experiencing mold and/or moisture problems. What should we do?

If you are dealing with mold or moisture, the first step is to ensure proper ventilation of the area on a daily basis. For example, by opening windows and doors. Insufficient ventilation can lead to mold growth or moisture issues. Moisture is a more common problem in older or historic homes. For more information, consult the following website:

https://www.rivm.nl/sites/default/files/2018-11/84305-008013_Schimmel%20en%20vocht%20TG2.pdf

If the problem persists, we ask you to report it through our tenant portal.

I have a (long-standing) malfunction or complaint, who can I contact?

We're sorry if the issue has been ongoing and a solution has not yet been found. We are happy to discuss it with you and aim to resolve issues for our tenants as quickly as possible. Please contact us via email: info@whitehousedevlopment.com

Emergencies

What should I do if there has been a burglary at my home or business premises?

First, you must file a report with the police. This can help recover the costs of potential damages and theft from a burglary. You can file a report via the police website. Second, you should contact your insurance company. If you have home contents insurance, stolen goods are often covered. We also ask you to report the burglary to us via our tenant portal on the website.

There has been a fire, what should I do?

It may seem obvious, but in the event of a fire, you should immediately call 112. Of course, White House Asset Management must also be informed, no later than the next business day. Take photos, as these may be important for insurance purposes. We will do our best to repair the (consequential) damage as quickly as possible.

I can't access my rented property. What should I do?

During office hours, you can contact our office. White House Asset Management is available on weekdays between 8:30 AM and 5:30 PM at telephone number 0182-221014.

Outside office hours and on weekends, you must call a locksmith yourself, and these costs will be at your own expense. Always try to check if someone else has a key, such as co-tenants or neighbors in the same complex.

There is a power outage in my rented property, what now?

Check the website Stedin.nl for current power outages. If there is no reported outage, first check the fuse box to see if a fuse has blown. It's possible that a household appliance is causing the power outage, or that too many devices are plugged into the same circuit. Unplug all devices and switch the circuit(s) back on one by one. Then, plug the appliances back in one by one. If the power cuts out again after connecting a specific appliance, then you've identified the issue. There may also be a fault in the fuse box. If the above test doesn't work, or if the power won't turn on at all, call White House Asset Management.

Disturbances**I am experiencing disturbances from my neighbors, what can I do?**

First, try speaking to your neighbors kindly but clearly about the disturbance you are experiencing. If this doesn't help, we advise you to keep a log of the disturbances and then report it to the police.

Other**I haven't found the answer to my question above. What should I do?**

You can contact us via the tenant portal or by emailing info@whitehousedevlopment.com. If you're unable to send a message via the tenant portal, you can also call us. White House Asset Management is available on weekdays between 8:30 AM and 5:30 PM at telephone number 0182-221 014.