Information brochure Studio's floors 1 to 10 Parktoren Park spoor noord







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Welcome to Park Tower,

Living together in a beautiful building as Park Tower should be enjoyable for everyone and pleasant stay.

This requires that everyone abides by certain rules harmonizing this together.

This booklet contains some of these rules, namely that specifically apply to Park Tower.

It will help you with questions about the building, but also gives some tips on the area, nightlife, ...

Keep the booklet, it will be handy.

The building is managed by Whitewood and Residential Services has a Concierge.

See next page touching the concierge.

For all the problems you cannot solve with the concierge could be obtained from Whitewood. Daytime Phone: 03 / 289.19.00, ask Terry Moens. In case of emergency outside office hours, our emergency number 03/289.19.19

With best regards

Whitewood Residential Services.

I. Concierge

Our Concierge his name is Arbi.

Arbi takes various tasks in the building.

He will be responsible for the cleanliness of various common areas and constitute a contact person for residents of Park Tower.

Arbi is responsible for :

- The cleaning of the building (deepen -2 to 10).
- General supervision of the building.
- Badge Manager.
- Key manager.
- solving small problem, such as replacing lamps.
- Reporting of bigger problems to the managing agent (Whitewood)
- Suppliers receive, support and monitoring
- He is the primary contact for the residents if there are problems
- He reports to the managing agent (Whitewood)

presence:

- In the first phase Arbi will be present in the building every day in from 7:30 am to 11:30 pm.

- From the first of February Arbi staying in the building, on the 11th floor. He is in the building from 19:30 am to 7:30 pm.

- Afterwards, it is intended that Arbi expanding its caretaker function for the entire building, including the deepening 11 to 20. This is likely but not certain. Will there by then Arbi is here every day 24h / 24.

Contact: Arbi El Hamdaoui Mobile: 0471/51.87.89

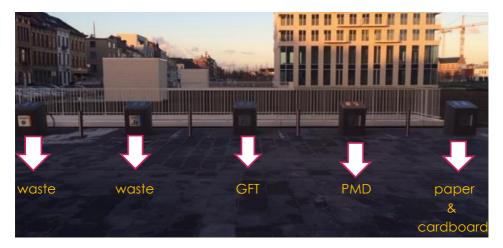


II. Garbage sort street

a) How to use it?

The garbage sort street is the place where you can go with your household waste.

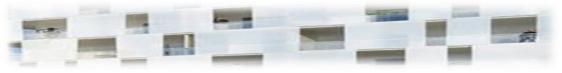
In sorting streets the containers are placed underground. Above the ground, you only see the shafts: This reduces the odor. To use the sorting street, you need a card that you can upload. (see next page)



The containers are provided for:

You can use the containers by holding your sorting card for the scanner.

Below in the folder you can see what belongs in which container.



b) Apply and reload your sorting card

You can apply and reload your sorting card in following places:

- City desks of the district houses
- City desk of "Linkeroever"
- Libraries of the city "Antwerpen"
- other places like service centers

you can find a complete list at: <u>https://www.antwerpen.be/nl/kanalen/sorteerstraatjes-en-glascontainers/detail/sorteerstraatjes-in-antwerpen</u>



Closest address where you can apply a sorting card:

Service center Essenhof (0.5 km)

Dambruggestraat 308 - 2060 Antwerpen

open on weekdays from 9:00 till 11:30

(nr 2 on the map)



c) Opening hours garbage sorting street

7/7d van 7u → 22u

d) How to sort?



GFT: Greens, fruit and vegetables, garden waste.



Restatval:

combustible household waste

that cannot be recycled (no cooking oil, sharp objects, pmp, carton,...)



PMD: plastic bottles and flasks, metal packaging, drink cartons(no butter tubs, yoghurt cubs, aluminum foil packaging that contained toxic or corrosive products, like insecticides) Glass: transparent bottles, jars and flasks. (no heat resistant glass, pottery, lamps, flat glass as window panes or mirrors)





<u>III the glass container is at Ellermanstraat</u> <u>nr. 36</u>

Paper and cardboard:

Paper, cardboard, magazines,...

(no wallpaper, tissues, drink cartons,...)



e) How much does it cost?

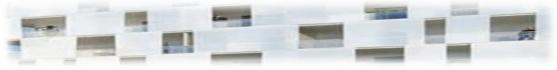
- PMD:
 - 60 liter = 0.20 euro (2x scannen)
 - **30 liter = 0.10 euro (1x scannen)**
- Restatval:
 - \circ 60 liter = 0.60 euro (2x scannen)
 - \circ 30 liter = 0.30 euro (1x scannen)
- Paper & cardboard, gft and glass are FREE
- f) If there are problems with your garbage sorting card, you can report it to the concierge.

Technical problems with you sorting card:

- 03/216.70.80 (24/24 en 7/7 available)
- <u>service@kliko.be</u>

Lost or damaged sorting card = $\in 10$

Abuse of the card can be fined!



III. Other practical aspects of Parktoren

a) Badge

You can use your badge to enter the building through the entrance door and the parking.

If you have a problem with the card, you can report to the concierge.

b) Water meters

You can find these in de hallway of your floor between apartment number 16 and 17.

c) Electricity meters

You can find these in the basement. When you come out of the elevator, you go right. Behind the first door at your leftside are the electricity meters. Some apartments have their meter in the fuse box at the apartment.

d) Electricity in the storage room

There is only lighting provided, no power socket

e) Usage parking

(see a) badge)

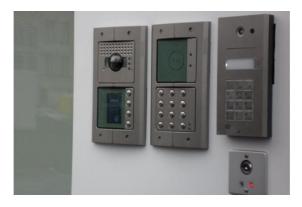


f) Bike shed

Each bike-place is numbered and linked to an apartment. You can find your bike-place on the documents of the topography.

g) Door bell

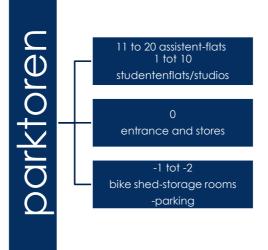
The door bell consists of three parts.



The <u>middle part</u> contains a scanner for your badge.

When you want to ring the bell of a particular apartment, you dial the number (on the <u>right part</u>) of the apartment following by the ok-button.

h) How the building is divided



i) Damage at the building

The Tenant undertakes to the rented property to keep it in good condition, to use the leased areas and not to pursue activities that hinder the peace of other users of the building or can bring any harm to the reputation of the building. All tenants shall commit the repair of damage to the space exclusively caused by the Tenant, who perform under the law, the use or his dependents covered this Agreement immediately at his expense. The landlord may, by registered letter of the Tenant demand that all these repairs executes the Hirer must take on. The Tenant will make every effort to carry out the work as quickly as possible. If urgent repairs are required, which are charged to the owner, the tenant is obliged Lessor and his manager shall immediately by registered mail, by fax or by mail to inform. Without this document the tenant wil be liable for the negligence caused damage.



a) Communal area

The entrance, the hallways, elevators, bike shed and the parking are communal areas. Please keep it clean and don't let anything behind in the entrance, hallways and elevators.

b) Mailboxes

Lost mail can be deposited in the designated mailbox. This will be regular emptied by the concierge.

Advertising folders you don't want to keep, you can deposit in the paper basket.

c) Regulations of internal order

You can find these regulations in attachement of your rental agreement, but you can find it also below. To respect the other tenants and the concierge we ask you kindly to comply with these regulations.

For not-compliance with the regulations, there can be fines imposed.

We would find it regrettable if we would apply this.

V. Terms & conditions

The common parts must remain free from obstacles. With abnormal spoilage of the common parts, if no one is responsible, the costs are distributed among all residents. The tenants are deemed to be jointly liable for the non-assignable damage caused to common parts and its facilities. It is absolutely forbidden to place objects and/or applying to the outside of the windows or on window sills. All maintenance of the private room or studio is charged to the tenant.

The common room and communal kitchen must always be in proper condition. Clearing the table and washing the dishes are charged to the tenant. After use, it must be cleaned by the user. Hot plates, tables, sink and microwave (oven) must be cleaned. If there needs to be cleaned on top of the normal maintenance, then the cost is charged to the tenants/users (solidary liability)

All waste will be kept private, sorted and be taken away as required by the administrator (cardboard, glass, kitchen, waste, plastic,...) in the appropriate containers.

A cylinder is considered unsafe when there is key loss and/or lack of originals. The tenant must immediately notify the key loss at the administrator. To reimburse the cost of replacement, there will be €100 charged per cylinder. Placing a personal cylinder is not allowed.

There can not be any connection related to the owner or administrator with (re) construction and renovation work, in disorders of the utilities (heating, water, electricity, internet, phone, and/or intercom,...) nor in personal damage incurred anywhere in the complex. On the property or in the common room, may, except for installation by the lessor, never been cooked for safety reasons. Frying, gas, and additional heaters, also candles or scented sticks are never allowed, nor in the room or in the common areas unless already provided by the lessor.

Keeping animals is nowhere admitted.

Smoking is strictly prohibited throughout the building. Violations are punishable by a fine of \in 250. The use of fire hoses, fire escapes and fire extinguishers is permitted only in emergencies. Abuse of this is sanctioned with a fine of \in 500. Tenants who intentionally cause a false fire alarm will have to pay all costs resulting from that.



The tenant may not advertising signs, boards, signs, posters or other notes on exterior walls, windows, balconies, staircases, doors or entrance hall application without having previously a written permission of the administrator.

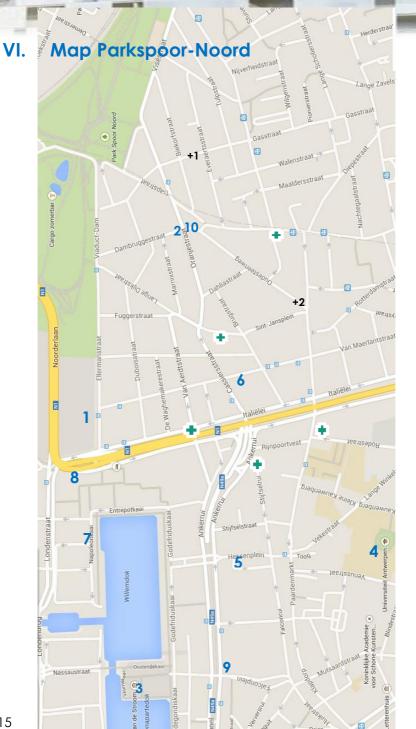
The designations of the names of the tenants or the units in the building and call sign will be arranged, if applicable, by the administrator, who will judge the type of panel to be used and in what place it will be applied.

The landlord or manager will be responsible only for the indication of a cleaning company, for the maintenance of the common parts of the building.

The necessary male or female domestic workers will be recruited by the administrator. The administrator determines their pay and conditions of recruitment. He takes care of occupancy, lighting, and heating in the designated premises, all at the expense of the community of users of the building. The manager may terminate this agreement with the house staff. Generally speaking, there will be staff at the building with the task to ensure the smooth operation of the building, both in the interests of the tenants and the owner. However, it is understood that the staff of the building is only responsible to the administrator.

The owner or manager can always employ specialized companies to provide specific services. It was expressly agreed that the owner in no circumstances be held responsible for exercising incorrectly or neglecting the duties by the staff of the building. More specifically, the tenants will have to ensure the safety in the private areas of the building, and they will only be responsible for any loss, theft, damage or accident that might occur. The staff of the building will just follow the instructions that are given to them by the administrator. Any complaint or allegation that the caretaker should be directed to the administrator, if necessary, the caretaker will reprove.

If there is a bike shed it must be used. Intercoms are not toys and should therefore be used in a normal way





- 1: Parktoren
- 2: Service centerEssenhof (for sorting-card)
- 3: MAS (museum)
- (trendy neighborhood with a lot of restaurants, cafés,...)
- 4: University of Antwerp
- 5: Albert Heijn (supermarket)
- 6: Lidl (supermarket)
- 7: l'Atelier du port (food store)
- 8: Bank
- 9: Copycenter "prints & copy"
- 10: Laundromat
- Pharmacy
- +1: Doctor Ann Bouchery sint-jobstraat 63,

tel: 03/236.05.66

+2: Doctor Van Den Broeck L. oude steenweg 16 tel: 03/231.80.08



Mas (museum)



VII. In case of fire

a) Alarm and fire reels

In the hallway you find the fire alarm that you can activate in case of fire.



The fire reels you can find in the integrated closet in the hallway, next to the elevator.



Some guidelines in case of fire:

- If you can get control of the fire or it is to big, you have to leave the building as soon as possible.
- Try to warn the other tenants.
- Don't run.
- With heavy smoke:
 - Bend down as close as possible to the ground: the view is better and there is more oxygen
 - Breath in a wet handkerchief, cloth or towel: smoke and combusting gases can cause suffocation.
- Follow the evacuation route, follow the signalisation.
- Always try to hold your hand or body against a wall. This will prevent being disoriented.
- Close all doors and window. Fresh air will stir up the fire.



- Never open a door that feels hot, this can mean the fire is behind this door.
- <u>Never</u> turn back.
- When you are outside, go to the assembly point and check that all tenants have left the building.
- Rinse your burns thoroughly with cold water till the emergency services arrive.
- Inform the fire department of the situation.

Stairs and hallways filled with smoke are no save evacuation routes.

It is no longer safe to follow this route so:

- Close as many doors between you and the fire
- Stay in the room as far away as possible from the fire till the fire department comes. Try to be visible from the outside (at a window)
- close all crevices of the door with damp cloths and try to get the attention of the persons who are standing outside (for example by wave behind the window)



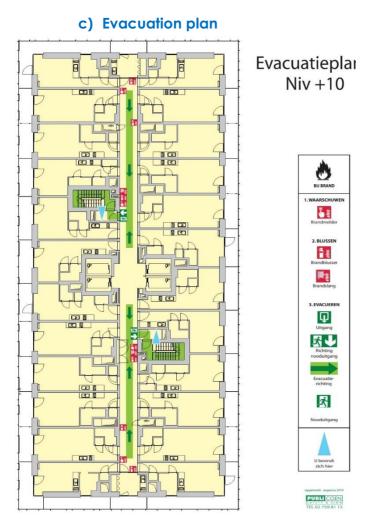
Emergency number fire brigade 112

2



b) fire doors

With fire, the fire doors will close automatically to prevent the fire from expanding. Because of that, we ask you insistently to follow the evacuation plan.



In case of fire, you find the evacuation plan in the hallway.

VIII. Public transport



Tram

In Antwerp you get almost everywhere with the tram.

b) Bus

When you want to travel by bus, it is recommended that you go to Rooseveltplaats. There is the main bus stop of Antwerp. Below a map





Pic. Rooseveltplaats

For more information: <u>www.delijn.be</u>

c) Trein

The central station is at Astrid Square(Astridplein) and station quarter.(statiekwartier) (see map) www.nmbs.be

d) facts:

- you can download the handy APP of De Lijn.
- U can pay by sms (send DL to 4884 for a ticket of 60 min)



IX. Nice and handy adresses

- Toerist office:
 - o grote markt 13, 2000 Antwerpen

03 232 01 03

- Central station:
 - o koningin Astridplein 27, 2018 Antwerpen
- City hall:
 - Grote markt 1, 2000 Antwerpen 03 221 13 33
- <u>Closest pharmacy</u>.
 - o (0.4 km)Antwerpse farmaceutische stichting

Italiëlei 77, 2000 Antwerpen

03 233 68 57

• (1km) Six apotheek

Ankerrui 24, 2000 Antwerpen

03 201 88 70

• <u>The Post</u> :

Groenplaats 43,2000 Antwerpen 022/012345 (deze zal in het najaar 2015 verhuizen naar de Eiermarkt)



a) <u>Culture</u>

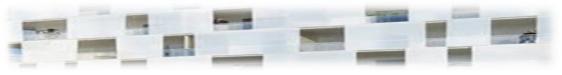
- <u>Musichall (city theatre)</u>: theaterplein 1, 2000 Antwerpen 03 229 18 00
- **Fakkeltheatre:** Reyndersstraat 7, 2000 Antwerpen www.fakkeltheater.be
- Mas: Hanzenstedenplaats 1, 2000 Antwerpen 03 338 44 00
- <u>**'t Echt Antwaarps Theater (The real Antwerp theatre)**</u>: Arenbergstraat 10, 2000 Antwerpen
- <u>deSingel (international art-campus, with concerts and</u> <u>performances)</u>: desguinlei 25, 2018 Antwerpen 03 248 28 28 www.desingel.be
- <u>Koninklijk museum van schone kunsten (royal museum of fine arts):</u>

Leopold de Waelplaats 2, 2000 Antwerpen

www.kmska.be



pic. royal museum of fine arts



b) History of the city

 de ruien (the moult): an underground system of corridors and canals (8km)they date back to the Middle Ages. A nice trip under the city





• The "Onze-Lieve-Vrouwe-Cathedral": The highest building of Antwerp. This magnificent cathedral is part of the list of world heritage of UNESCO. You can also admire some works by Peter Paul Rubens.

- Het Steen: The oldest preserved building of Antwerp. It was build between 1200 and 1225
- Diamantmuseum and diamantdistrict (near to the station): since the 16th century Antwerp is a world centre for diamond trade.

(diamond museum is in MAS. Hanzestedenplaats 1)





Daily Sushi & Wok	Confortalei 53 2100 Deurne 03 608 50 44
PIZZA	Mechelsesteenweg 167A 2018 Antwerpen 03 230 30 20
bosic	Londenstraat 45, 2000 Antwerpen 0491 18 20 67
	Koningin Astridplein 32 2018 Antwerpen 03 226 66 24
KABANA39 Authentic Cuisine of Pakistan & India	Sint Elisabethstraat 39 2060 Antwerpen 03 437 34 19
Serieken Phone	Plantin en Moretuslei 311 2140 Borgerhout 03 283 04 04 (open zo-vrij 17-23u. zat closed)



d) Nice addresses for an evening with friends

- **Cinema UGC:** De Keyserlei 15, 2018 Antwerpen (near the central station)
- **'het Eilandje'.** A cozy neighborhood with a lot of cafés and restaurants.
- **Café Hopper:** The jazz café located at Leopold de Aelstraat in Antwerp South with a view at the Royal museum of Fine Arts. There is life music on Sunday afternoon (starts at 4pm) and Monday evening (starts at 9 pm). In the winter there is also life music on Tuesday evening.
- **De vuile was:** A famous cocktailbar en dance-café. Located at Grote Pieter Potstraat 16 A, 2000 Antwerpen.
- **Cargo Zomerbar in park Spoor Noord:** In the summer you are welcome in the summer bar. You can enjoy music, cocktails, pasta and tapas, with a view at the park.



X. Nightlife

a) discotheques

- **Café d'anvers:** in the middle of the "red light district" you can find this authentic house-club. This club is a familiar concept in Antwerp.
- **Noxx:** This disco plays the newest club music. There are a lot of famous deejays who visit the Noxx to give a wild performance

b) Buurten om uit te gaan

- Vekestraat en Ossenmarkt: these streets are next to the university of Antwerp, it's a real student-area
- Stadswaag
- Marnixplaats
- Vlaamse en Waalse kaai: a sequence of bars, restaurants, brasseries,





દ ^ર whitewood	Whitewood (building managment Terry Moens) 03 28 919 00	ૺંwhitewood	Whitewood 03/389.19.19
conciërge	Conciërge Arbi El Hamdaoui 0471/51.87.89	Politie	Police 101 of 112
	Fire departement 112	CARD 070/344.344 STOP	Cardstop 070 / 344 344 (when you lose your bankcard)
	Ambulance 112	※≣	Vlaamse infolijn 1700 (questions for the government))
Ì	Poison control centre 070 / 245 245	MELWACHT.BE arts van wacht	Deurne, borgerhout, merksem: 0900/10 512
	Pharmacist on duty 0900/ 105 00		Teleblok 0800 13 14 4 (problems while studying)
Verbond vlaamse tandartsen	Dentist on duty 090/33 99 69	<u></u>	Center for burning wounds 02 / 268 62 00