



Housekeeping Tips

Housekeeping tips

1. Water and cleaning
 - 1.1 rational use of water
 - 1.2 use of the toilet
 - 1.3 washing the laundry
 - 1.4 cleaning the house
 2. Heating and cooling
 - 2.1 heating
 - 2.2 refrigerators
 - 2.3 electricity
 3. Cooking and shopping
 - 3.1 cooking and cleaning the kitchen
 - 3.2 rational shopping
 - 3.3 shopping in Leuven
 4. Reducing and sorting garbage
 - 4.1 reducing garbage
 - 4.2 waste collection
-

1. Water and cleaning

1.1 Rational use of water

- Drinking

The water that comes out of the tap is perfectly suited as drinking water. It may taste less good than water from a bottle, but in most cases it's even healthier. To reduce the chlorine-taste, you can use a water filter (Saey, Brita), or leave it in contact with open air for a while.

- Use it economically

Clean water is a luxury for most people on the planet. Out of respect and for environmental and economical reasons, we should be aware of how and how much we use it. Some tips for a more rational use:

- take a shower instead of a bath: it only takes about one third the amount of water
- don't let the tap run when you are not using the water, for example when brushing your teeth
- inform your landlord when a tap is dripping
- if available, use the saving-button when flushing the toilet

1.2 Use of the toilet

Toilet-hygiene is a very important issue for many people. Keep that in mind when using a toilet that you share with others.

- in general, sit down on the toilet
- men who use the toilet to urinate, should put up the seat, and put it back down when they leave
- always flush after using the toilet
- make sure the toilet seat is clean when you leave

- use the toilet brush when necessary
- only put toilet paper in the toilet. Tampons and sanitary napkins will block the toilet. Put these in the toilet-bin, beside the toilet
- it is very expensive to have an expert to unblock the toilet. So avoid blocking the pipes at all time

1.3 Washing the laundry

If there is no washing machine in your apartment or kot, you can use one of the public laundrettes, laundries or dry cleaning. There are a dozen of them, scattered all over Leuven. You'll find the addresses in the guide 'Living in Leuven'.

- **Prices**

Always try to bring enough change to the laundry. Some places have automatic coin-machines, but these aren't always reliably. Prices are approximately:

€ 4 for 6 kg of laundry

€ 0.20 for 3 to 4 minutes of drying (count on € 2 to dry 6 kg)

- **Choosing a washing programme**

In general, laundries have their own washing powders for sale in vending machines. It is however cheaper to bring your own. Most supermarkets have a variety of brands of washing powder and washing softener. An example of an ecological brand is Ecover.

- 90° or 95°
White and colour-fast fabrics (cotton, linen): bed sheets, pillowcases, underwear, towels. Only very dirty clothes need to be washed on such a high temperature. Mostly, 60° is more than enough.
- 60°
Light-coloured cotton or linen fabrics. Shirts, blouses, pyjamas, etc.
- 30° or 40°
Dark-coloured cotton or linen and/or synthetic fabrics. Jeans, corduroy trousers, multi-coloured shirts, etc.
- Hand wash
Nylon stocking, silk scarves, wool

- **How to use a washing machine**

Put the clothes in the machine, close the door of the machine, and then select the temperature (see instructions above). Pour some powder in the plastic tray of the machine; usually there are three trays: one for pre-wash, one for main wash and a small one for the softener at the end of the programme. The bags that are sold in the laundries usually contain one complete programme. Divide the bag over the first and second tray. If you have your own powder, pour the content of about 1 small coffee-cup in the tray of the first wash and 1 ½ cup in the second one. The use of softener is optional, to soften your clothes and to give them a specific smell. Finally, insert a coin to start the machine.

- **How to wash by hand**

Cover the garments with tepid water. Add some washing powder. Squeeze softly: never wring or rub. Rinse until the water is clear; add a little vinegar (1 soup spoon) to the last rinse water. This softens the fabric and fixes the colour. Remove most of the water by squeezing softly. Next, put the garments in the spin cycle of a washing machine for a few minutes, or roll each garment separately in a towel and pat it so that the water is being absorbed by the towel. Finally dry the wet garment flat on a towel.

1.4 Cleaning the house

General rule: Use the right product for the job and ask for it the supermarket or drugstore. Try to avoid abrasive products but clean regularly with non-abrasive ones! If you can afford them, try to use ecological or biodegradable products since they are more environment-friendly.

- **Glass: windows, glass doors and mirrors**
Wash with a sponge and water, use a small amount of vinegar or ammonia, wipe, dry with a chamois cloth, and polish with newspaper sheets.
- **Stainless steel, aluminium window-frames, chrome-plated chairs, draining-boards**
wash with a sponge and water. If necessary, use a little vinegar or ammonia and dry with a chamois cloth. Polish with newspaper sheets for some extra shine.
- **Plastic: tables, draining boards, painted window-frames, imitation leather**
Wash with a cloth and a small amount of product, type all-purpose cleaner.
- **Porcelain, enamel: toilet, bathtub, shower, stove**
Wash with a cloth, water and a small amount of product.
- **Wood, fireboard: furniture, wooden floors**
Remove dust with a cloth or mop (for floors), wax parquet. Never use water!
- **Stones: tiles, skirting-board, window-sills**
Brush, swab or sweep the dust with a mop. Stone floors may be scrubbed with special floor soap. Do not use dishwashing detergent.
- **Linoleum floors**
They can be cleaned in the same manner as stone floors, but avoid using too much water.
- **Carpets**
Vacuum very regularly and replace the dust bag of the vacuum-cleaner when it is full. Now and then you can use special dry shampoo for carpets. A machine can be rented from Carrefour-Brico. (tel. 016 46 33 03).
- **Radiators**
Dust can be removed by means of a special, narrow brush. If the radiators don't produce enough heat, this may be due to the presence of air in the water line. You need to let air out regularly, which can be done with a special key.
- **Toilet**
Clean regularly with normal detergent. You can prevent the accumulation of scale (chalky deposit from lime in hard water) by using a special toilet cleaner brush.
- **Taps**
Your taps may become difficult to open or close because of the accumulation of scale inside them. In this case, a cloth soaked in warm vinegar wrapped around the tap is very effective.
- **Hotplates**
Due to boiling over, the hotplates may become very dirty. Wash with water and a small amount of dishwashing detergent. Do not scrub!
- **Refrigerator**
You have to defrost the fridge for regular cleaning: remove the plug and wash with water and a small amount of vinegar or dishwashing detergent. Do not chip off ice with a knife; this will damage the refrigerator.

2. Heating and cooling

2.1 Heating

There must be enough space around the radiators so that air can circulate freely. Therefore, do not place any furniture immediately in front of the radiator.

Do not use the radiators to dry wet clothes; apart from causing a loss of energy, the radiators get rusty. If you do want to dry something, you can use a special rack.

The rooms should be aired every day. It is better to air the rooms by opening all the windows for a few minutes, than leaving one window open for a long time.

Temperature: it is sufficient to keep your living room at about 20°C and your bedrooms at 15°C. A simple thermometer will help you control the temperature.

2.2 Refrigerator

Close the door of the refrigerator as soon as possible to avoid formation of ice. Defrost regularly: 2 millimetres of ice along the sides of the fridge means an over-consumption of 10%.

Leave enough space around the fridge, so that the air can circulate freely. The ideal temperature in the fridge is 5°C. A lower temperature is not necessary and uses up more energy. Allow warm food to cool off until room temperature before putting it in the fridge. Remove the dust accumulated at the back of the fridge (where the heat is released) regularly.

2.3 Consumption of electric power

1KWH = 100 Watt during one hour

The power in watts is indicated on the electrical appliances.

1KWH = approximately € 0.20

3. Cooking and shopping

3.1 Cooking and cleaning the kitchen

- Gas stoves

Only use pans or pots with a flat bottom. To ensure maximum burner efficiency, it is strongly recommended that you use only pots with a bottom fitting the size of the burner used, so that the flame will not spread beyond the bottom of the pot or pan. It is advisable, as soon as a liquid starts boiling, to turn down the flame, so that it will barely keep the liquid simmering. Cooking with gas is quicker but there is more chance of burning and over-boiling.

Always turn the flame down or put it out before taking the pans off the burner.

Cleaning: Wash the dirty components with warm soapy water. Never use abrasive cleaners. Frequently wash the "caps" and the "crowns" with hot soapy water, carefully wash the stainless steel components with water, and then wipe them dry with a soft

cloth. If the marks are particularly difficult to remove, use common non-abrasive cleaners or specific products. Never use steel-wool pads or acids.

- Electric stoves

The pots and pans must have a thick, flat bottom and must be as large or larger, in diameter, as the hotplate. This has two advantages: the warmth of the hotplate goes directly to the pot and there is no loss of energy. Secondly, you avoid damaging the hotplates through over-boiling and overheating.

Use a little bit of water when cooking. Cover the pan carefully to avoid any loss of steam, which means loss of energy.

Electric stoves take a long time to heat up, and they are slow in cooling down. When you cook potatoes or noodles, you can turn off the stove 5 to 10 minutes before the end of the cooking time. The hotplate will remain warm enough for some time after the stove has been turned off.

Cleaning: *After removing all the remains of food, wash with warm water and dishwashing detergent. You should start by washing the least dirty things: first the glasses, then the dishes and cutlery, and finally the pots and pans.*

- Vitro-ceramic and induction stoves

Pans and casseroles must be designed for use with electric hobs. Use pans with flat bases that have good surface contact with the cooking zone surface.

Never put products directly on the glass surface; always use pots or casseroles

Use a pan of the right size. The diameter of the base must be as big as, or bigger than the cooking zone surface area marked on the ceramic plate.

When cooking, never use aluminium foil and never place products wrapped in aluminium foil or products deep-frozen in aluminium packs on the hob. The aluminium will melt and damage your appliance irreparably.

Avoid any careless contact with containers, etc.: the glass surface is highly resistant but not unbreakable. Avoid rubbing with containers as in time this will deteriorate the markings on your glass surface.

Sand from vegetables or salt under the pans will scratch the glass surface. Spilled sugar, over-boiled jelly, and so on, can damage the glass surface.

Never put plastic utensils on the cooking surface when it is hot, and never leave an empty container on a heating zone.

Cleaning: *Soak the area to be cleaned with hot water, use the rough side of a cleaning sponge (never an abrasive-backed sponge), and then wipe clean.*

- Microwave

The microwave is basically used to warm up food. It can also be used to prepare small portions of fresh vegetables. Cut meats and vegetables in uniform sizes to make sure that they cook evenly.

Before using a microwave, read the manual carefully.

Don't turn on the microwave when it is empty, because this can cause damage.

Don't use metal utensils in the microwave, only utensils explicitly intended for microwave use.

Never put clothing in the microwave, because it can catch fire.

Remove the aluminium dish from the instant meal and put the instant meal in another container when you put it in the microwave.

Hermetically-sealed food can explode in the microwave. The top must be loose on the container, and poke holes in any plastic wrap covering the container so the steam can escape.

Don't prepare unshelled eggs or unpeeled potatoes in the microwave. You can not use the microwave to heat oil, grease, or alcohol.

When you warm up a baby bottle, shake the bottle when it is ready. Always ensure that the content of the bottle is not too hot for the baby!

Cleaning: *Frequently wash the inside of the microwave with warm soapy water. Never use abrasive cleaners. If any built-up food is particularly difficult to remove, use common non-abrasive cleaners or specific products. Never use steel-wool pads or acids.*

WARNING! Cleaning products should not be stored together with food. They must be kept out of reach of children. In case of an accident, immediately call the ANTI-POISON CENTRE in Brussels, tel. 070 245 245

3.2 Rational shopping

- How to co-operate in the prevention of waste
Although both preventing and sorting waste are important, it's certainly better to prevent it. Here are some suggestions for prevention:
 1. Buy products packed in glass. Putting glass in glass containers is free; to dispose of plastic bottles, you must buy a blue PMD bag. Besides, glass recycling is true recycling. Drink cartons (tetra-pack) are meant to be down-cycled, not recycled, which means that these packages are not re-used, but re-made into isolation material or drain-pipes, materials of less value.
 2. If possible, buy returnable bottles (mineral and sparkling water, refreshments, milk, juices). You pay a deposit for the bottle, but the money is returned when you bring the bottles back.
 3. Buy recycled unbleached paper. 1 ton of paper = 17 trees. When you use recycled paper less trees are to be cut down. Look for environmentally-friendly labels.
 4. Buy fresh vegetables instead of tined; don't buy excessively packed products. Packaging in most of the cases is plastic, which is not really recyclable.
 5. Do not use the plastic shopping bags from shops or supermarkets; use a textile shopping bag or re-use other bags. Most shops also offer you empty cardboard boxes.
 6. If you want to stop the daily stream of advertisements and promotional magazines in your post box, just put a sticker ("No folders, No regional press") on your mailbox. These stickers are available at the City Shop where garbage bags are sold (Professor Van Overstraetenplein 1, 3000 Leuven) or at the office of the advisors for environment (see below).

- You can also save energy, electricity and water by changing little things. There are some suggestions in this brochure. When you buy biological “green” products (like bio-degradable washing soaps and powders), you contribute to a better and sustainable world. Good luck!
- Advisors for kotculture, environment and mobility (see below)
You can ask questions and find answers concerning the prevention and sorting of waste, saving energy, water use, composting, the veggie bag, transport, bus and train connections and prices, bicycle safety and rental, participation in students housing and so on, at the advisors for kotculture, environment and mobility. Not only do they offer information, but they also serve as an incubator for new projects and experiments in the area of sustainability and participation.

When you start to sort and select waste for the first time, it might seem complicated. Written explanations may not be enough. If you need clarification, you can come by at or office, or you can ask us to come by at your place. We also encourage people to think about the consequences of their actions when water and energy are wasted. If you want to reduce your water or electricity bill, don't hesitate to contact us for tips.

Do you want to see more of Belgium then merely Leuven? Don't know how to get somewhere? We'll help you find the easiest and cheapest way! In the city of Leuven, the cheapest and fastest way to travel is by bike. **All information on renting a bike can be found at www.velo.be.**

3.3 Shopping in Leuven

In general, shops are open from 10 a.m. until 6 p.m. except on Sundays. Supermarkets are usually open until 8 p.m. In the centre, several shops are open on Thursday until 8 p.m. as well. There are also some late-night shops that are open until midnight or even later, but they are a lot more expensive. Most stores close one day a week. Bakeries are normally open on Sundays. On Fridays there is a market in Leuven, on Sundays in Heverlee, and on Wednesdays in Kessel-lo. Every Monday you can buy an organic surprise pakkage of fruit or vegetable at 8 pick-up points in Leuven. Check it out at www.kuleuven.be/studentervices/advisors_residential/veggiebag.html

- Supermarkets
 - ALDI (cheap)
 - CARREFOUR
 - COLRUYT (cheap)
 - DELHAIZE
 - GB EXPRESS
 - LIDL (cheap)
 - MATCH
 - SPAR
 - SUPER GB
- Main stores
 - BLOKKER
 - C&A
 - DI
 - HEMA
 - H&M
 - INNO
 - KRUIDVAT

- WIBRA
- ZARA
- Second-hand shops
 - CYAANKALI
 - DE KAPSTOK
 - ECO SHOP
 - KRINGWINKEL SPIT
 - RAWETTE
 - 'T PAND
 - TROC
 - YOUNG DOLPHINS

There is a cluster of large, cheap shops outside of Leuven, on the Tiensesteenweg in Korbeek-lo (4 km from Leuven, direction Tienen), next to the Carrefour (bus nr. 380). E.g. Brantano: shoes, C&A, Superconfex, JBC: clothing for men, woman and children, O'Cool: frozen food, Leenbakker: furniture, bedding, curtains. TIP: if you need bedding, quilt is cheaper and warmer than regular blankets.

4. Reducing and sorting garbage

4.1 Sorting and selection of waste

- Waste management
We produce waste every day. The cost of processing 1 kilogram of waste is estimated at € 0.20. A full bag of 10 kg thus costs the community about € 2.00, but the individual can reduce these costs. If you produce a lot of waste, you have to pay for it. You can reduce your waste by buying fewer packages, by using glass bottles instead of plastic ones, etc.
- The waste selection rules in Leuven
Leuven has a system of selective waste collection. Each different type of waste has to be put in a special bag. These bags can be purchased at various shops (please only use the official bags; other bags will be refused by the collectors and misuse can be punished). The garbage bags have different colours, and each colour stands for a different kind of waste:

Blue PMD bag

P: empty plastic bottles and flasks from drinks and bathing / cleaning products (liquids)

M: metal packaging, Cans, aluminium plates, metal caps, lids, and tops

D: drink cartons

Never allowed: butter tubs, yoghurt cups, plastic bags, plastic objects, aluminium foil, badly-rinsed drink containers.

Green GFT bag (or green containers in Heverlee and Kessel-lo)

All organic waste: fruit and vegetable peels, tea bags, eggshells, coffee, plants, food leftovers, etc.

Brown bag

All household garbage that is nor paper, cardboard, glass, organic waste, or PMD.

Exceptions

Paper and cardboard are also collected, but there is no special bag. You can put them in a cardboard box.

Glass has to be disposed of in special containers, spread over the city. These are always a container for white glass, and one for coloured glass. Not allowed in these containers are light bulbs or flat glass (for instance from a window).

KGA (small dangerous risk waste): most students have quite a lot of materials that are dangerous if dumped or burned, possibly leading to soil contamination. Batteries of any kind can be brought to supermarkets and deposited in the green box for batteries. Expired and unused medication is welcome in any pharmacy (but please remove the paper from the box). All other KGA such as packaging or leftovers of cleaning products, cosmetics / body products, writing materials, oil, etc., can be taken to one of the two collection points: one in Leuven and one in the WAAG (In front of Alma 3).

4.2 Waste collection

A calendar is distributed by the city to let you know when the various types of waste are collected in your street. If you don't have a (free) calendar in your house, you can contact the advisors for environment (see below). They also offer English translations of this calendar. You can also find the online version on

www.kuleuven.be/studentervices/advisors_residential/pdf/vertalingafvalkalender2010.pdf

To help you to sort your waste, there is also an alphabetical waste-sorting guide. If you try to reduce daily waste, you will need to buy fewer garbage bags and thus save money. And if you sort your waste, it costs you less because the green and blue bags cost less.

Garbage waste guide

This guide tells you where to dispose which kinds of waste. If you have waste which is not listed below, and you are not certain where to dispose of it, feel free to contact the advisors for environment (see below).

GFT	vegetable, fruit and garden waste (in Dutch: GFT)
OHG	ordinary household garbage (in Dutch: restafval)
PMD	plastic, metal & drink cartons (in Dutch: PMD)
SDW	small & dangerous risk waste (in Dutch: KGA)

WASTE	SORT	WHERE?
Aluminium foil	OHG	brown bag
aluminium trays	PMD	blue bags
ashes	OHG	brown bag
audio cassette	SDW	collection point
audio tapes	SDW	collection point
Bag of crisps (empty)	OHG	brown bag
ball pen	OHG	collection point
ballpoint	OHG	collection point
batteries	SDW	collection point
beaker (glass)	glass	glass container
bicycle	recyclable material	VELO
biro	OHG	brown bag
bones (animal)	OHG	brown bag
books	paper & carton	paper & carton

bottles (glass)	glass	glass container
bottles (plastic)	PMD	blue bags
bowl (glass)	glass	glass container
bread bag (from bakery)	OHG	brown bag
bread crumbs	GFT	green bag
butter tub	OHG	brown bag
Can	PMD	blue bags
candle	OHG	brown bag
candle grease	OHG	brown bag
carton	paper & carton	paper & carton
cassette	SDW	collection point
cat's box litter	OHG	brown bag
CD	OHG	brown bag
chalk paper	OHG	brown bag
charcoal	OHG	brown bag
cheese	GFT	green bag
chewing gum	OHG	brown bag
chocolate	GFT	green bag
cigarette lighter	SDW	collection point
cigarettes	OHG	brown bag
cigars	OHG	brown bag
cleaning product (empty plastic bottle)	PMD	blue bag
cleaning product (filled bottle)	SDW	collection point
coffee filter	GFT	green bag
coffee grounds	GFT	green bag or compost
computer disk	SDW	collection point
condom	OHG	brown bag
cord	OHG	brown bag
cork	OHG	brown bag
correcting fluid	SDW	collection point
cosmetics	SDW	collection point
cotton wadding	OHG	brown bag
crisps	GFT	green bag
crown cap	PMD	blue bag
cut flower	GFT	green bag
cylinder/container (toothpaste...)	SDW	collection point
Deodorant	SDW	collection point
detergents	SDW	collection point
detergents, empty bottles of	PMD	blue bags
diaper	OHG	brown bag
diskette	OHG	brown bag
drink can	PMD	blue bags
drink carton	PMD	blue bags
Earth/soil/sand	OHG	brown bag
eggshell	GFT	green bag
envelope	paper & carton	paper & carton
Film (roll of)	SDW	collection point
fish	GFT	green bag
fish bone	GFT	green bag

flowers	GFT	green bag
fruit	GFT	green bag
frying oil & fat	SDW	collection point (in a closed bottle)
Glass (bottles and glass bowls)	glass	glass container
glass (pieces of)	OHG	brown bag (wrapped in newspaper!!)
glue	SDW	collection point
grass	GFT	green bag
Hair	OHG	brown bag
hair spray	SDW	collection point
halogen lamps	SDW	collection point
herbs	GFT	green bag
Ink	SDW	collection point
ink container	SDW	collection point
inkpad	SDW	collection point
Kitchen roll	GFT	green bag
Lavatory cleaner (empty bottle)	PMD	blue bag
leaves (trees, plants)	GFT	green bag
leftovers (food)	GFT	green bag
lid/cap (metal)	PMD	blue bags
lid/cap (plastic)	OHG	brown bag
light bulb (normal)	OHG	brown bag (wrapped in newspaper!!)
lighter	SDW	collection point
lipstick	SDW	collection point
LP's	SDW	collection point
Make-up	SDW	collection point
marker	OHG	brown bag
meat products	GFT	green bag
medication	SDW	pharmacy
mercury	SDW	collection point
thermometer		
milk carton	PMD	blue bag
Nail polish	SDW	collection point
nail polish remover	SDW	collection point
needle (hypodermic)	SDW	pharmacy
neon tube	SDW	collection point
newspaper	paper & carton	paper & carton
nutshell	GFT	green bag
nylons	OHG	brown bag
Oil	SDW	collection point (in a closed bottle)
Paint	SDW	collection point
paint brush	SDW	collection point
paper	paper & carton	paper & carton
paper napkins	GFT	green bag
peelings (from fruit...)	GFT	green bag
perfume	SDW	collection point
photo	SDW	collection point
photo chemicals	SDW	collection point
photonegatives	SDW	collection point
plants	GFT	green bag

plastic (bags, packages...)	OHG	brown bag
plastic bottles	PMD	blue bag
plastic lids/caps	OHG	brown bag
polystyrene foam	OHG	brown bag
postcard	paper & carton	paper & carton
potato peel	GFT	green bag or compost
pots & pans	recyclable material	SPIT
prawn	GFT	green bag
printer cassettes	SDW	collection point
Radio	recyclable material	SPIT
razor blade	OHG	brown bag
ring binder	OHG	brown bag
rubber	OHG	brown bag
Salt	SDW	collection point
sanitary towel	OHG	brown bag
sauce	GFT	green bag or compost
saving lamp	SDW	collection point
screw cap/top (metal)	PMD	blue bag
shampoo (empty plastic bottle)	PMD	blue bag
shampoo (filled bottle)	SDW	collection point
shaving soap	SDW	collection point
shell (from sea)	OHG	brown bag
shoe polish	SDW	collection point
shoes	OHG	brown bag
shrimp	GFT	green bag
slides	SDW	collection point
soap	SDW	collection point
soup	GFT	green bag or compost
spray can	SDW	collection point
sticker	OHG	brown bag
straws	OHG	brown bag
syringe (hypodermic)	SDW	pharmacy
Tampons	OHG	brown bag, sanitary box
tea	GFT	green bag
tea bag	GFT	green bag
tea-leaf	GFT	green bag
tetra brick	PMD	blue bag
tins (metal)	PMD	blue bags
tipp-ex	SDW	collection point
tissues	GFT	green bag
toilet cleaner (empty bottle)	PMD	blue bag
toothbrush	OHG	brown bag
Vacuum cleaner bag	OHG	brown bag
vegetables	GFT	green bag
videocassette	SDW	collection point
Washing-powder	SDW	collection point

weed	GFT	green bag
wool	OHG	brown bag
X-ray	SDW	collection point
Yoghurt	GFT	green bag
yoghurt container	OHG	brown bag

Advisors for kotculture, environment and mobility

Van Dalecollege

Naamsestraat 80 – bus 5415

3000 Leuven

Tel. 016 32 93 01 and 02

E-mail: duurzaamheid@dsv.kuleuven.be

www.kuleuven.be/studenten/adviseurs_residentiaal