

Frequently asked questions about smoke detectors

1. Why is Wonen Limburg installing smoke detectors in my home?

A fire-safe home is important to us. In addition, as of 1 July 2022, it will be mandatory for our rental properties to have at least one smoke detector on each floor. A floor, in this case, is understood to mean a floor with a residential function; this does not include storage attics or basements.

2. Are smoke detectors mandatory?

Yes, as of 1 July 2022, all homes in the Netherlands are required to have smoke detectors on every floor with a residential function (not in an attic used only for storage, for example).

3. Do I have to pay for the smoke detectors?

No, we will install the smoke detector(s) in your home free of charge. When the smoke detectors need to be replaced in ten years, Wonen Limburg will also take care of that.

4. When will the smoke detector be installed?

Wonen Limburg has commissioned GBB to install the smoke detectors before 1 July 2022. You will be notified in writing of this on time. You do not need to contact us about this.

5. There was someone at the door who said they were there to install smoke detectors on behalf of Wonen Limburg. Is this true?

We have commissioned the company GBB to install the smoke detectors in your home. The employee must be able to identify themselves and will wear a red vest with the GBB logo.

6. Do I need to be home?

The notice letter you receive will specify when the GBB employee will visit you. We kindly ask you to be present at that time, or ask someone (family/neighbour) to be there on your behalf. If you are not at home, GBB staff will try again later. You do not need to contact us about this.

7. Can I decide when you come to install the smoke detectors?

Unfortunately, that is not possible, given the large number of smoke detectors we have to install. We will notify you approximately one to two weeks before GBB comes to your home. If you are not at home, GBB staff will try again later. You do not need to contact us about this.

8. I received a notice letter but no one showed up. What should I do?

We understand that having no one turn up can be upsetting. GBB will make every effort to visit in the agreed period; however, unforeseen issues may arise. Please wait; the GBB technician will try again later. You do not need to contact us about this.

9. Where will the smoke detectors be installed?

The best place for the smoke detector is determined individually for each property. If you live in an apartment, it will usually be in the hallway. If you live in a house with a bedroom floor, we will install one in the hallway and one on the landing. The smoke detectors are attached to the ceiling with an adhesive mount.

10. Can I refuse the installation of the smoke detector?

No, you may not. Your home is legally required to have one smoke detector per floor.

11. I am hard of hearing. Can I get a smoke detector that alerts me in a different way?

Wonen Limburg will install a regular detector in any case. Your health insurance may reimburse smoke detectors that emit a flash of light as a warning when smoke is detected. These must be installed in every room. See, for example <https://www.doof.nl/lezersvraag/lezersvraag-zijn-er-rookmelders-voor-doven-en-slechthorenden/>

12. How does Wonen Limburg know if I have smoke detectors?

We will be visiting homes built before 2003. Homes built from 2003 onwards already have smoke detectors.

13. I have a pre-2003 home and already have smoke detectors. Now what?

The type of smoke detector and where it is installed is subject to various rules. Wonen Limburg places great importance on you and your neighbours' safety. As such, we want the detectors to be installed by trained professionals. You can decide whether to leave your own or old smoke detector up; GBB will not remove them. Smoke detectors you have installed yourself can be moved to another room, such as the living room or bedroom.

14. My smoke detector beeps every so often, what should I do?

Please contact Wonen Limburg: +31 88 385 08 00 or post@wonenlimburg.nl.

15. My smoke detector has fallen off the ceiling, what should I do?

Please contact Wonen Limburg: +31 88 385 08 00 or post@wonenlimburg.nl.

16. I smoke in my home and do not want a smoke detector; is that allowed?

No, every home is legally required to have smoke detectors. Your home is no exception, even if you smoke. The smoke detector will not generally go off right away if you are not smoking in its immediate vicinity.