

WHAT YOU NEED TO KNOW ABOUT

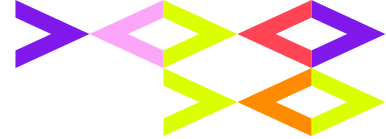
THE SERVICE COSTS SETTLEMENT 2023

April 2024



PART OF VECHTDAL WONEN





FAQ Service costs settlement 2023

1. What are service costs?

Service costs are charges for the communal services and utilities in your residential complex. In addition to the net rent, you pay a monthly advance on the service costs. Only after the end of a calendar year all service costs are visible and complete. Then you will receive a service costs settlement.

2. What service costs do I pay?

Service costs vary by address. The most common service costs include: heating costs, electricity, water, sewerage and glass fund, waste disposal and pollution levy, Student Housing Consultants service, and campus network. You can see in the table Your Service Costs under the component heading what you are paying for.

3. Why doesn't Veste Wonen offer all-in contracts?

Housing associations are not allowed to work with an all-inclusive price. In the Netherlands, it's legally required to provide tenants with an annual service costs settlement. This gives insight into what you are paying for.

4. How are my service costs calculated?

Service charges vary per tenant. This is due to the size of the rented space and the consumption of certain facilities, indicated on the service costs settlement as components. We mention on the statement the service charges for your complex, your living space, the area of the living space, the (rental) contract number, and the year or period concerned.

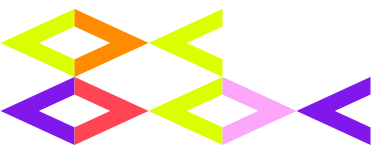
In the table **Your Energy Consumption**, you can see what energy you consumed in 2023. For Sky & Box, this concerns individual consumption. The rest is per complex (if known per floor). You can see in the table **Your Service Costs** under the Component heading what you are paying for. This includes energy and other services and facilities. Paid is the total amount you have already paid with your monthly advance. Additionally, you can see the actual costs of what you have consumed under Costs. **Total** is the remaining amount and indicates what you need to pay per component or what you will receive back (indicated by: -/-). The total amount you need to pay is indicated by **Total chargeable**, or if you are receiving money back, by **You will receive**.

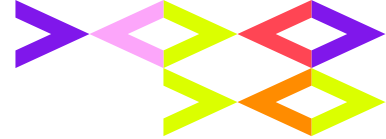
The costs for central heating, gas, water, and electricity consist of fixed and variable costs. The fixed service costs are costs that remain constant. The fixed costs include various costs for the supply and maintenance of energy networks. Additionally, they consist of various taxes, surcharges, and levies. The variable costs depend on the rates of energy and/or your consumption.

Veste Wonen charges administration fees for the service costs settlement. The administration fees are calculated as follows: 1% of the heating costs and 5% of the other components, with a maximum of €25.00. Do you want more information about the structure of the costs? Email your question to servicekosten@vestewonen.nl. You can also always make an appointment at the Veste Wonen office. All tenants have the right to inspect the underlying invoice flows. You can make an appointment by emailing wonen@vestewonen.nl.

5. Why do I receive a service costs settlement?

At the end of a calendar year, all service costs are visible and complete. In the following year, Veste Wonen processes the data and then sends out a service costs settlement. You have already paid a monthly advance on the service costs. We calculate the difference between what you paid in 2023 and the actual costs you incurred. We settle the remaining amount with you or refund it. What you need to pay or what you get refunded depends on the advance payment, your own incurred costs, shared costs, and the costs of various utilities and services.





6. Over what period do I receive a service costs settlement?

The service charge statement concerns the previous calendar year, or the part of a calendar year in which you were a tenant of Veste Wonen. Only after the end of a calendar year are all costs visible and complete. Therefore, settlement can only take place after the end of a calendar year. This is in accordance with Dutch laws and regulations.

7. Why am I paying more for certain components this year compared to last year?

The prices of these service charges are rarely the same from year to year. For example, there may be indexing due to inflation or fluctuations in the gas and electricity markets. These are costs over which Veste Wonen has little or no control.

8. What is an advance payment (service costs)?

You pay a part of the total service costs in advance each month. In the Netherlands, this advance payment is common practice and required by Veste Wonen. The advance payment is an estimated amount that is added to the net rent on a monthly basis. The advance payment consists of all separate components in the service costs. The estimation is based on past experiences. If the total advance payment amount proves to be insufficient or too much, the additional costs are settled through the settlement of the service costs.

9. Can you increase your advance payment?

Yes, you can increase your advance payment by contacting wonen@vestewonen.nl. This means your monthly expenses will be higher, but you can avoid unexpected high costs or possibly receive a refund. It is advisable to comply with the recommended advance payment by Veste Wonen.

10. Who is my energy supplier?

Veste Wonen obtains gas, electricity, and water from the University of Twente. Veste Wonen obtains the district heating from Ennatuurlijk.

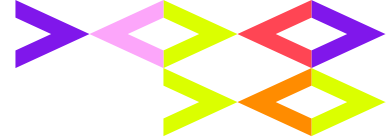
11. Why can't I choose my own energy supplier?

The University of Twente is the landowner of the campus, which includes the existing infrastructure. The University of Twente purchases gas and electricity, and therefore it is also the energy supplier of Veste Wonen.

12. What connections do I have?

In the table below, you can see which connections you have.

Complex	Name	Connection
801 t/m 807	Calslaan oud Calslaan 1 t/m 13	Gas, water and electricity
811	Calslaan wit Calslaan 44 t/m 56	Gas, heat, water and electricity
812 t/m 818	Campuslaan hoog en laag Campuslaan 21 t/m 71	Gas, water and electricity
819	Matenweg patio's Matenweg 2 t/m 38	Heat, water and electricity
820 en 821	Matenweg 73 en 75	Gas, heat, water and electricity
822	Torenflat Campuslaan 20 t/m 46	Gas, water and electricity
823, 824 en 825	Mondriaan Calslaan 45 t/m 55	Heat, water and electricity
826 t/m 837	Witbreuksweg Witbreuksweg 377 t/m 401	Gas, heat, water and electricity
839 en 840	Box en Sky Calslaan 60, Hems 16	Heat, water and electricity
841, 842 en 843	Calslaan nieuw Calslaan 2 t/m 42	Gas, water and electricity Complex 843 also has heating
846	Walstraat	Electricity
876	Flex units Witbreuksweg	Heat, water and electricity



13. How often are the meters read?

Veste Wonen reads the meter readings once a year. Therefore, you do not need to provide these yourself.

14. Do I have an individual meter?

The Sky & de Box complexes have individual meters, and the meter readings are taken annually by our Student Housing Consultants. The other complexes have collective meters, which are read by the company Reefman.

15. If I'm hardly ever at home, do I pay the same amount as the rest of the group?

Yes, Veste Wonen cannot determine when a tenant is often or hardly present.

16. How is my consumption determined?

The consumption is determined based on the meter readings. On the campus, this can be done per individual room, per floor, or per complex. When measured per floor or complex, a cost splitting method is created based on the floor area of the room.

Veste Wonen follows the costs splitting methods prescribed by the Huurcommissie (www.huurcommissie.nl). The Huurcommissie (Rental Committee), is an independent organization in the Netherlands that assists in resolving disputes between tenants and housing associations.

If you want to know who you are on a connection with and what this means for you, you can contact servicekosten@vestewonen.nl.

17. How does a costs splitting arrangement work?

It depends on where you live. Costs can be divided based on the costs splitting arrangement. The costs splitting arrangement may vary for each cost item. We use the costs splitting arrangement recommended by the Huurcommissie (www.huurcommissie.nl).

18. What does Veste Wonen do to minimize my heating expenses?

Over the next 4.5 years, we are upgrading student accommodations on the campus making them more sustainable. For more information, visit the website: www.upgradecampusut.nl.

19. Does Veste Wonen profit from the settlement of service costs?

No, Veste Wonen passes on the costs incurred by you.

20. Are there costs associated with the settlement of service costs?

Yes, Veste Wonen charges administrative costs. Veste Wonen incurs costs to maintain the administration and prepare the settlement. These costs are 1% for gas and heat, and 5% for other costs. These percentages are determined by the Huurcommissie. Veste Wonen has decided not to charge more than €25 in administrative costs per tenant.

21. What should I do if I cannot pay the service costs settlement at the moment?

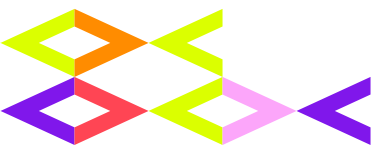
It is possible to pay the amount in multiple payments. Send an email to servicekosten@vestewonen.nl with the subject: 'Request payment arrangement'. You can also make an appointment with your Student Housing Consultant. Together, we will find a suitable solution.

22. Do you have any questions about the service costs settlement?

Email questions about your service costs to: wonen@vestewonen.nl. You are also welcome to visit the office if you need further explanation about (the settlement of) your service costs.

23. I disagree with the service costs settlement. What now?

Please contact Veste Wonen. Preferably, send us an email to servicekosten@vestewonen.nl.





FAQ Temporary Compensation Block Connections (TTB – Tijdelijke Tegemoetkoming Blokaansluiting)

1. What is the TTB?

The Dutch government has developed a one-time subsidy program, Temporary Compensation Block Connections, in Dutch Tijdelijke Tegemoetkoming Blokaansluiting (TTB). The TTB is for households with a block connection. A block connection is an electricity or heat connection that serves multiple housing units, such as apartments, studios, or student rooms. This temporary compensation for block connections is intended to address the increased energy costs.

2. Am I entitled to the TTB?

You can see on your service costs settlement whether a TTB subsidy has been deducted or not.

3. Over what period does the TTB apply?

The TTB is a temporary subsidy program of the Dutch government that applies for the period from January 1, 2023, to December 31, 2023.

4. How am I compensated by the TTB subsidy program?

Veste Wonen has applied for the TTB subsidy from the government and deducted the subsidy in the service cost settlement of 2023. Please note, the subsidy is only for tenants with a block connection.

5. Where can I find more information about the TTB?

You can find more information and background about the TTB subsidy program on the website of the national government. [Tijdelijke subsidieregeling tegemoetkoming blokaansluitingen \(TTB\) | Regeling | Rijksoverheid.nl](#). Or contact servicekosten@vestewonen.nl.

