



# INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS WHEN RENTING A HOME

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PART OF VECHTDAL WONEN



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# Information about your rights and obligations when renting a home

**You have a rental agreement for living space with us. The general rental conditions are included in the rental agreement, which contains our specific agreements about the use of your home. In this document we provide you with additional general information about your rights and obligations as a tenant.**

## **You must live in the rented house and use it only as a place of residence**

A home is for living in. It is not intended for other activities, unless we give you express written permission for other use by letter or email. You may not use your home for a business. Working from home is permitted if it is not disruptive in any way to your neighbours or local residents.

In the rental agreement we have agreed that you will live in your rented home yourself. Your rented home is your main residence. This means that you live in the residence and that you do not have another home where you live for a longer period of time. You are not permitted to let anyone else live in the home. Letting someone else live in the home is permitted only if we give express written permission by letter or email.

If we receive indication that you no longer live in your home, or that you live somewhere else for a longer period, we will expect you to explain the situation to us. In this case you must provide facts and circumstances proving that you still live in your home. If we establish that you no longer live in your home, we will ask the judge to terminate the rental agreement. We can then assign the residence to someone else in need of a living space.

You register with the Municipal Personal Records Database (Basisregistratie Personen - BRP). You will remain registered at this address as long as you rent the home from us. If the rent stops, you must deregister with the municipality (Gemeente Enschede).

## **We may not enter your home without your permission, unless there is an emergency**

The basis is that we will not enter your home without your permission, unless there is an emergency that requires us to intervene immediately. For example, if there is a gas leak, a fire or a burst water pipe when you are not at home.

You must let us in if:

- We have to carry out urgent work (maintenance and inspections)
- We are going to renovate and we have made you a reasonable proposal for this
- Your cooperation is necessary for work at your neighbours
- A viewing is planned for sale or new rental

## **Different types of rental agreements**

There are different types of rental agreements: temporary rental contracts, permanent rental contracts and target group contracts. How long you can rent the property depends on the type of contract. You can read more about this on [this webpage from the governance \(Rijksoverheid\)](#).

The possibilities for rental increases are determined by the minister. This annually determines the percentage by which the rent may be increased. You can check the maximum reasonable rental price via [this page from the rental committee \(huurcommissie\)](#).

## Maintenance

We repair defects in your home on your request. We do not have to do this in the following circumstances:

- If the defect occurred as a result of your own fault.
- The defects are small and simple repairs that are at your expense.
- It is not possible to repair the defect.
- The repair is too expensive. It is not reasonable to request repair or replacement.

If there are problems that you cannot solve yourself, you can report them to us via [the repair request page](#) on our website. Is it urgent? Then you can call us on: 0529 – 45 25 88

You can find more information about maintenance rights and obligations at [this webpage from Rijksoverheid](#).

You are responsible for maintaining things that you add to the home yourself. We call these Self-Installed Facilities (Zelf Aangebrachte Voorzieningen - ZAVs). Have you added something to your home for which we have not given you permission? Then you must remove it if we ask you to do so.

## Deposit

If you have paid a deposit, you will get it back within two weeks after the end of the rental agreement. The only exception to this is if you are in arrears and/or there is damage to your home caused by you. We will then first deduct this from the deposit. We will refund the remaining balance within 30 days after the end of the rental agreement. In this case you will receive an overview of the costs from us.

## Complaints and disputes

Whilst we do our best for you, it can happen that you are not satisfied with us and you want to inform us. It can also happen that we have a difference of opinion with you on an important subject. In either case you can report your complaint via [this webpage from Veste Wonen](#).

## The complaints committee

There is a special independent complaints committee that handles complaints about our services. You can report a complaint using [this form on the Veste Wonen website](#) and via:

Secretariaat Klachtenadviescommissie  
Dorpsstraat 24A  
7451 BV Holten  
[info@klachtenadviescommissieregiozwolle.nl](mailto:info@klachtenadviescommissieregiozwolle.nl)

## Local authority

Since 1 January 2024 every municipality has a reporting point for complaints about housing associations landlords or rental agents. Every tenant has the right to go there. For more information or reporting a complaint, please contact Gemeente Enschede via this webpage: [Meldpunt slecht verhuurderschap | Gemeente Enschede](#).

In a number of cases you can also go to the rental committee or the subdistrict court. You can find more information on [this webpage from Rijksoverheid](#).