

Residents Committee

Manual



Tenant Organisation

WijWonen
Delft

RC manual 2024

Dear reader,

Welcome to WijWonen, the tenant organization of DUWO Delft! As a tenant at DUWO, it is important that your voice is heard and that your interests are represented. For this purpose, Residents Committees (RCs) are invaluable.

This instruction booklet is specially designed for residents of complexes managed by DUWO Delft who are interested in establishing or participating in an RC. Here you will find essential information about what an RC is, how to establish one, and what support DUWO and WijWonen offer.

A RC is your direct representation at the complex level. It is where residents come together to advocate for common interests and to create a pleasant living environment. At WijWonen and DUWO, we strive to support and facilitate an active and engaged community.

This booklet is packed with useful and practical information so that you can quickly get involved in representing your fellow residents and improving your living environment.

We are always here to support you and the RC.

Best regards,

The WijWonen Board

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1. What is an RC?

Residents Committees (RCs) play a valuable role in representing the interests of all residents within a specific complex. They can address various issues and organize enjoyable social activities to strengthen the community within a complex. For the official legal basis of an RC, see Appendix 1.

RCs can focus on resolving diverse issues, ranging from short-term or one-time matters, such as a faulty washing machine or installing a new picnic table, to more complex issues that require collaboration with WijWonen or DUWO.

RCs can also take initiatives to organize social activities, such as a neighborhood get-together, a barbecue, or a movie night. These events are often funded by DUWO or in collaboration with WijWonen, providing residents with the opportunity to get to know each other better and create a friendly atmosphere within the complex.

So, the RC is much more than just a problem solver; it is a source of conviviality and solidarity!

Ideally, an RC consists of three to five members per complex. Membership generally does not require a significant time commitment and allows room for individual initiatives. In this booklet, we provide guidelines and suggestions, but there is also plenty of opportunity for individual interpretation and creativity.

2. Establishment

Recruitment of RC members

If your complex doesn't have an RC yet, you, as a resident, have the opportunity to establish one. Before you get started, it's helpful to gauge if there are other interested individuals within your complex. An RC ideally functions with three to five members, so it's important to reach out to others to collaborate.

Continuously striving to strengthen the RC by attracting new members is something to keep in mind. This contributes to a diverse team that adequately represents the interests of all residents. A duration of one to two years is common, but you could, of course, be involved throughout your entire student life!

WijWonen is ready to assist you in recruiting new RC members. We can support by putting up posters in common areas, posting on social media, or sending an email to all residents. Additionally, we're happy to organize an event where residents can meet each other and interested individuals can learn more about the role of an RC.

Official recognition

Once the RC is established, it's important to be officially recognized by both DUWO and WijWonen. This is usually done through a meeting with both parties. Contact DUWO by sending an email to the social manager of your complex, and they will schedule an appointment with you. For an appointment with WijWonen, you can send an email to the Commissioner of Residents Committees (bewonerscommissies@wijwonendelft.nl).

Announcement

After conducting both meetings, WijWonen will assist you in introducing the RC to your complex. This can be done through a WhatsApp message, an email, and a poster in the complex. This way, all residents will be informed about the existence and activities of the RC.

Furthermore, you will now receive access to the RC's email address from WijWonen. This address always follows the format: bc-[complex]@wijwonendelft.nl (e.g. bc-edup@wijwonendelft.nl). This does not only allow you to easily communicate with residents and share important information about RC-related matters, but also to communicate directly with DUWO and WijWonen. We encourage you to actively use this email address for all communication regarding the RC, so that cooperation with all involved parties runs smoothly and engagement within the complex is increased.

WijWonen is ready to support you in this important step and looks forward to working together to create a pleasant and engaged complex for all residents!

3. Guidelines

As an RC, you have an important role in representing the interests of the residents within your complex. Below, the tasks and responsibilities that you can undertake to create an engaged and livable complex are outlined:

Advocacy for residents

The RC acts as a representative body and strives to improve amenities and address specific needs and concerns within the complex. This can range from addressing technical issues to discussing requests for new facilities with DUWO.

Organizing activities

As the RC, you have the authority to organize social activities for the entire complex. These activities contribute to strengthening the bonds between residents and promoting a sense of community. Think of neighborhood gatherings, movie nights, game nights, and other fun initiatives. Contact WijWonen for assistance with the application for funding for these activities. This funding can come from DUWO or WijWonen. Additionally, WijWonen provides party tents and other facilities that can be borrowed for gatherings.

Informing and involving residents

Open communication is essential for increasing resident engagement. Through a shared WhatsApp group, you can share information about activities and involve residents in decision-making and forming opinions. If there isn't already a shared WhatsApp group in your complex, WijWonen is happy to assist in setting one up and promoting it through posters.

Biannual meeting with DUWO

As the RC, it's common to have biannual meetings with the social managers of DUWO. During these meetings, you can discuss everything that's happening within the complex and provide input on potential renovation plans.

Through the RC, residents can indicate what maintenance is needed or what they would like to see within the complex. This could include adding a picnic or ping pong table, more plants, or creating a cozier common room. DUWO then discusses these requests, announcements, or wishes internally and provides feedback to the RC. You also have the right to request DUWO's annual planned maintenance schedule.

Service costs

Each resident contributes to the common expenses of the complex, including cleaning costs, and maintenance. Annually, the budget and calculations, including invoices, are presented to the RC for approval. As the RC, you can assess whether the allocated costs are reasonable and discuss this with the social manager of your complex.

This is the only mandatory task of an RC according to the law; all other activities can be planned according to your own wishes.

Annually, WijWonen organizes a training session for all RCs to provide them with the necessary knowledge to understand and effectively carry out the service costs check. This is accompanied by a enjoyable gathering!

4. Support

Social Management Budget from DUWO

A valuable source of support for RCs is DUWO's Social Management Budget, also known as the livability budget. This annual budget is intended for both technical and social improvements in a residents' living environment. This could include upgrading outdoor spaces with picnic tables, volleyball nets, improved lighting, or even by installing an electric bicycle pump. However, to utilize this budget, you must first present a well-thought-out plan to the social manager of your complex, who will then approve it. Once the plan is approved, you can work together with DUWO to purchase the necessary materials and claim the expenses, or you can choose to have DUWO purchase and install the materials, always in consultation with the RC. It's essential for DUWO to approve your proposal before you actually spend any money.

Tip: The WijWonen website provides detailed instructions on how to access this budget. This [document](#) can be found under "documents" in the "members" section.

Support from WijWonen

WijWonen offers support to RCs for smaller costs arising from activities that contribute to enhancing integration and cohesion among residents in a complex. For example, RCs can submit a request to WijWonen for the rental of a party tent, speakers, or for the purchase of drinks and snacks for events like a gathering. Additionally, flyers and posters can be financed by WijWonen. It's important that the activity benefits the entire complex and that the claimed costs align with the activity. For this support as well, you should contact WijWonen in advance to have the plan approved.

Commissioner of Residents Committees

The Commissioner of Residents Committees provides advice to RCs on important topics such as the service costs and renovation plans, aiming to support them in decision-making. The Commissioner is available to answer questions, make suggestions, and assist in case of any obstacles. Together, we strive to improve the living experience in your complex and build strong bonds with your fellow residents, as well as with WijWonen and DUWO.

Theme sessions

Promoting engagement and collaboration within RCs plays a central role for the Commissioner of Residents Committees at WijWonen. This is achieved through biannual theme sessions organized by WijWonen.

During these sessions, RCs act as connectors between DUWO, the WijWonen board, and each other. WijWonen provides food and drinks during these sessions, which are held both in the afternoon and in the evening, focusing on learning, sharing, and connecting. RCs have the opportunity to raise complex-related issues and engage in dialogue with other RCs, the WijWonen board, and DUWO.

The first session will coincide with the service costs training, which will delve deeper into the calculation of these costs. The second session, involving DUWO, aims to bring together RCs and DUWO managers.

RC activities

As a sign of appreciation and to enhance the internal atmosphere, WijWonen allocates an annual budget of €55 per RC member for RC activities. With this budget, RCs can organize fun activities and strengthen their bond. After the activity, the costs can be claimed by the Commissioner of Residents Committees (bewonerscommissies@wijwonendelft.nl).

5. Appendix

The rights and obligations of Residents Committees are officially drafted within the Participation Act (Tenant Landlord Consultation Act article 1 subsection G):

A RC is a committee of residents of rental properties in a residential complex, not being a tenant organisation, that represents the interests of the tenants of that residential complex and meets the requirements of subsection f, subsections 2 through 4.

Where subsection f, subsections 2 through 4 describe the following:

2. Keeping the tenants informed of its activities and involving them in its decision-making;
3. Convening a meeting for the tenants at least once a year, in which it reports on its activities in the past year, discusses its planning for the coming year, and approves it;
4. Providing all tenants of the housing units or residential complexes whose interests it represents with the opportunity to join it.



Tenant Organisation

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