



Tenant Organisation

WijWonen
Delft

Residents Committee

Instruction booklet

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gaan voor
goed!

Huurdersorganisatie

Wonen
Delft

WonenDelft

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Dear reader,

DUWO tenants automatically become members of WijWonen, which is the tenants organisation of DUWO Delft. WijWonen believes it is important to effectively represent its members. The board plays an important role in this, but cannot always be familiar with everything encountered in residential complexes. As a result, it is very important to have a residents committee (bewonerscommissies / BC's) in each complex that represents the tenants of that complex. This booklet is intended for residents of buildings let by DUWO Delft, who want to establish a BC or become part of the existing BC.

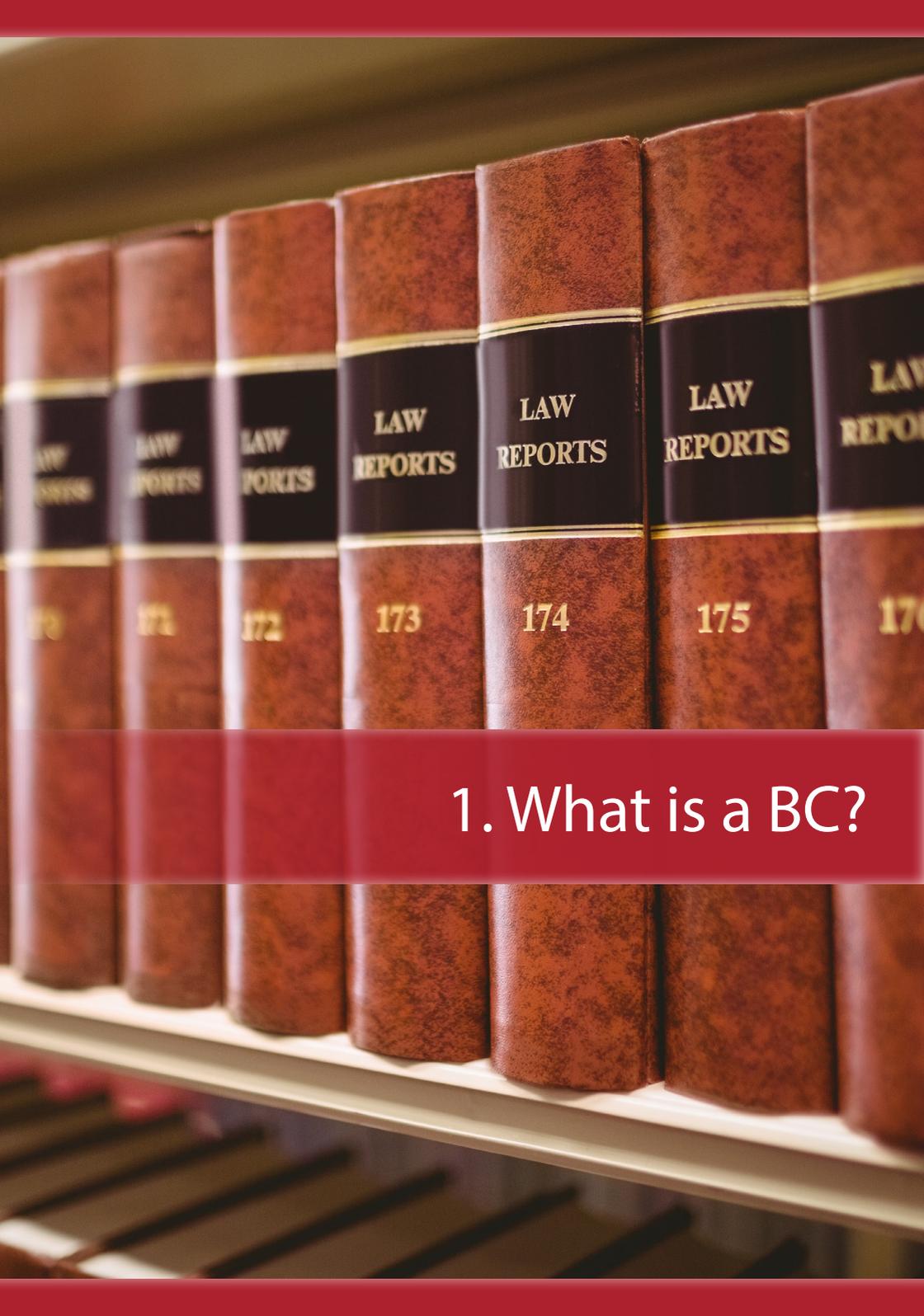
This booklet describes what a BC is, how you can establish one, and which role DUWO and WijWonen will play. We have collected a range of useful and practical information so you can start representing your fellow residents as soon as possible!

We appreciate your interest in becoming part of a BC and wish you a lot of luck. WijWonen will always be glad to assist you and the BC.

The board at WijWonen

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1. What is a BC?

Tenants of a student complex can unite in a residents committee (BC). Residents committees represent the interests of everyone that lives in the complex. They make it possible to find tailor-made solutions to local problems.

The rights and obligations of residents committees have been officially registered in the Consultation Act (Wet op het Overleg Huurders Verhuurder Artikel 1 Onderdeel G):

A BC is a committee for people who rent homes in a residential complex (and differs from a tenants association), and represents the interests of the concerned residential complex and complies with sub f, parts 2 to 4.

In this case, sub f, parts 2 to 4 stipulate the following:

- 2: Keeps tenants informed about its activities and involves them when determining its stance;
- 3: Holds a meeting for tenants at least once a year, where it is held accountable for its activities in the past year and discusses and confirms its plans for the upcoming year;
- 4: Gives all tenants of housing facilities or residential complexes, whose interests they represent, the opportunity to become members;

BC's are ideal for addressing short-term or one-off issues, such as noise problems or the installation of energy-efficient lighting or extra bicycle racks. Naturally, complicated problems can also be addressed, but this requires a bit more time and perseverance.

A BC should ideally consist of three to five members. It is practical to have committee members with a variety of backgrounds like various student associations and study directions so sufficient input will reach the BC. Which can in turn help to generate greater support throughout the complex.

In general, BC's are not time consuming and allow you to work together to realise whatever you want. The rest of this booklet features various possibilities that you may like to explore with your BC. A BC does not have a fixed set of tasks like some other committees. However, we would like to use this booklet to share a few guidelines with you. Try to work together to address as much issues as possible. This is the best way to ensure harmony within the BC as well as with the complex!



2. Establishment

A residents committee can be started if there are several interested residents, who want to address problems in their complex, organise fun activities for fellow residents or for example buy new furniture for communal areas.

Firstly, one must inform all residents in the complex that a BC is being established. This will give interested fellow residents the opportunity to be part of the BC and will make sure that all groups of tenants in the complex are given the opportunity to be represented. During this initial communication, it is important to give people the opportunity to contact you and to give fellow residents the chance to join the committee. You should also set a deadline before which residents must respond. You can do this by having a get-together, posting a message on Facebook, putting up a poster, sending an email, etc. A get-together is often the most enjoyable and effective manner because you have direct contact with people and can get an idea about what is going on within the complex.

Once the application period passes, e.g. after two weeks (and you have enough applications), residents must be informed about who will be representing the complex. For example, you can do this by visiting all residents; they will then immediately know who is part of the BC and you will have the chance to discover what is going on in your complex. However, it is important to reach as many residents as possible, so

DUWO knows that you truly represent the whole complex. A good way of doing this is to hand out signature forms, which contain information about applying for and possibly objecting against people being appointed to the residents committee. After approximately one week, you can collect these forms and immediately highlight potential problems. If you have already made plans or want to highlight specific topics, this is the perfect moment to communicate this.

Now that the BC has been successfully established, it is time to inform residents of the complex that you will be representing their interests to DUWO.

You can also establish such plans using a survey which, for example, can be conducted via the Facebook page of the complex. In terms of communication, it is important to offer residents a reliable way to contact you. WijWonen will take care of this by providing an BC email address. This will also allow you to become familiar with the social and technical caretakers DUWO has assigned to your complex.



3. Guidelines

Meetings

It is standard practice to organise a meeting once a month. It is very useful to appoint a chairperson and secretary and to compile minutes for each meeting. This allows you to check on a later date what was discussed and which people were responsible for specific tasks. It is also useful to communicate the most important points to fellow residents after meetings have taken place. This means everyone will know what the BC is doing and will be able to provide feedback if necessary.

Mobility policy

Make sure you regularly try to find new members for your BC. Sudden departures can have a negative impact on your BC, so it is important to introduce enough new people. People normally join the BC for one or two years but, of course, you can also spend your whole student life in the committee. However, if people start losing motivation, it is best to look for more enthusiastic members.

Communication

Make sure people can contact you! This can be done by sharing a website, Facebook page or your BC email address. Share important news with residents and also request feedback about important topics. Many complexes also feature notice boards that you can use to share information.

Planned maintenance

As the BC, you are also entitled to ask DUWO to supply a maintenance schedule for your complex. You should do this because it gives you the opportunity to work with DUWO when examining potential possibilities for improvement.



4. Financial support

Social Management Budget from DUWO

The Social Management Budget is an annual budget provided by DUWO for technical and social improvements in living environments. Examples of potential improvements include storage areas for motorbikes, security cameras, picnic tables or barbecues. To qualify for the budget, you must compile a well prepared plan and present it to the social caretaker for your complex. An example of such a plan can be found on the WijWonen website. Once your plan has been approved, you can buy whatever you need and submit your expense claims. It is important to first have your proposal approved by DUWO before you start spending money. If DUWO rejects your proposal, you may still be able to receive funding from WijWonen. In this case, please contact us.

Support from WijWonen

The support offered by WijWonen aims to improve resident integration and cohesion, primarily via shared activities. Examples of the support offered by WijWonen include (costs for) renting a party tent, (costs for) renting speakers and (costs for) buying beer for communal gatherings. Flyers, posters and letters will also be financed by WijWonen. However, bear in mind that activities must allow all the residents of a complex to attend and that claimed expenses must actually contribute to the activity in question. Once again, you must first get approval from the Residents Commissioners at WijWonen, and can declare your expenses afterwards. The declaration form can be found on the WijWonen website or can be requested from a Residents Commissioner. To support you in your tasks, it is also possible to follow courses, which provide relevant knowledge, at e.g. the Woonbond. They are offered each year by WijWonen. Please notify the board if you are interested.



5. Important topics

Rent increase

The maximum rent increase that DUWO is entitled to impose each year can be found at rijksoverheid.nl and is equivalent to inflation + a certain percentage. After a rent increase, the rental price can not exceed the maximum rental price for your room. The points-based system for independent and dependent homes determines the maximum rental price for your room. You can request your specific points score from DUWO or calculate it yourself at www.huurcommissie.nl.

Housing benefits & Price cap

In some complexes, residents receive housing benefits. You must meet several conditions in order to qualify for these benefits. You must have your own house number, the rental price (bare rental + service costs) must be within a certain range and your income and assets must be reasonable. The exact rules can be found at belastingdienst.nl each year. Some buildings may qualify for, and be awarded, housing benefits even though they do not meet the requirements with regards to facilities and house number.

The maximum rental price before housing benefits is also referred to as the price cap. New residents will not receive housing benefits if DUWO sets rental prices above this price cap. However, existing residents will still receive it. Housing benefits are an acquired right; once you receive them for certain housing, you will continue to receive them regardless of price increases.

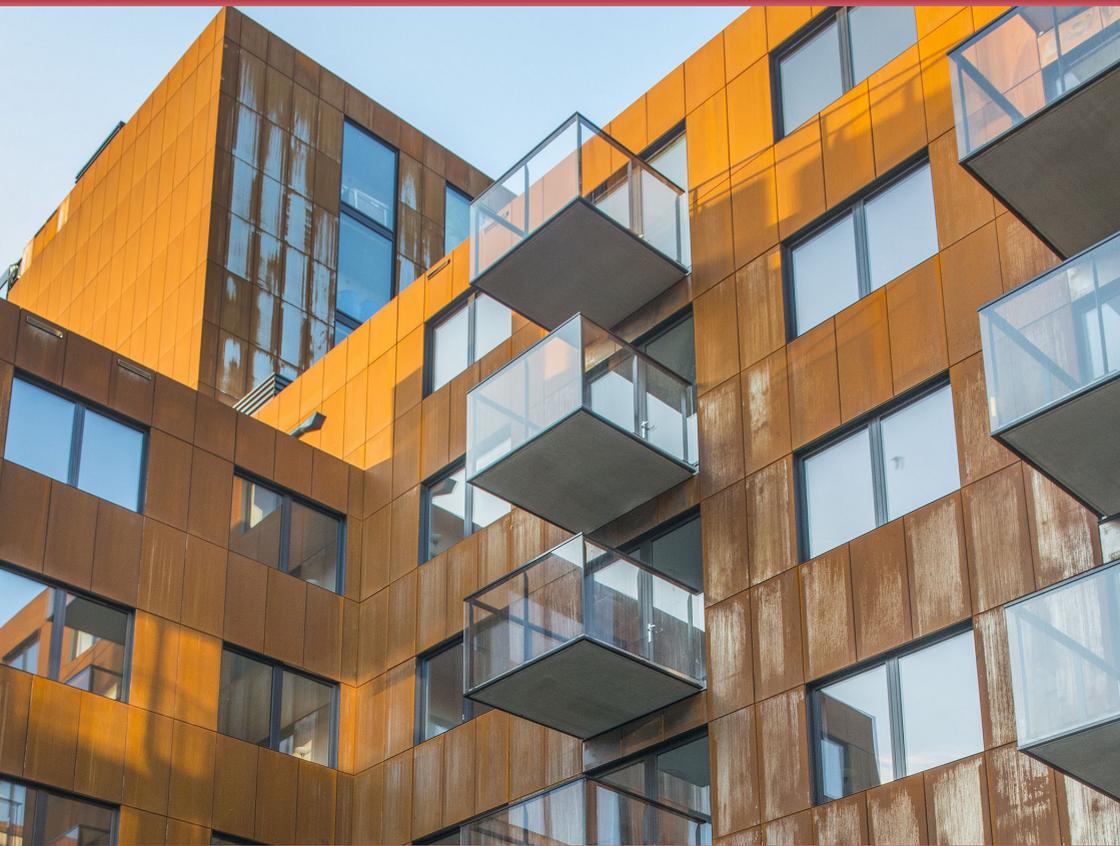
In some cases, DUWO may set the rental price above the price cap, which means the room will become very expensive for new residents. If so, the BC can discuss the matter with DUWO.

Service costs settlement

All tenants must pay a share in the costs for e.g. electricity, water, cleaning and maintenance for the whole complex. Each year, the budget and bill for these expenditures are presented to the BC for approval. The BC can evaluate whether costs charged to residents are justified and discuss them with the complex manager. This can help residents to save a bit of money, and thus improve the popularity of the BC. Checking the service costs is the only mandatory task of the BC; all other tasks are open to interpretation.

Maintenance

DUWO implements multi-year planning for maintaining and improving each complex. DUWO does not know what goes on in each complex so residents must be able to convey what they deem to be necessary or unnecessary via the BC. This can also be the ideal moment for proposing improvements that DUWO had not considered. You can also visit the DUWO website to access your maintenance contract. You will be able to see which tasks DUWO must complete and how often they have to be carried out.



6. Practical information



WijWonen

You can contact the WijWonen tenants association for questions and support. WijWonen will be ready to assist you if you are unable to resolve issues with DUWO or other parties. You can also request financial support for your activities. The board at WijWonen features two members who serve as Residents Commissioners. They will be pleased to help you with the issues you encounter.

Complex caretakers (DUWO)

Every complex has a technical and social caretaker. These complex caretakers will serve as contact persons for DUWO. The technical caretaker is responsible for maintenance at the complex and the BC can request meetings with the social caretaker. You can contact the complex caretakers via the DUWO website. You will also be given the email addresses of these managers, which can then be used for further communication.

Nestor (student manager)

Nestors are student contact persons for DUWO and are paid by DUWO. Large complexes can have several nestors, while small complexes may not have any. You can contact your nestor for e.g. new light bulbs or other minor practical issues. The nestor cannot be part of your BC due to a conflict of interests.

Municipality

You can contact the municipality for all issues concerning the surroundings of your complex. For example, you can request they clear the area of unused bicycles.

Fire brigade & police

You can contact the fire brigade if you have concerns about fire safety at your complex. However, you should do this in consultation with DUWO. You can also ask the fire brigade to participate in a special awareness day at your complex in order to promote fire safety among residents. You can contact the police to make arrangements about the security of your complex and, for example, to discuss the frequency of their patrols.

Email address

WijWonen offers BC's a single email address for all contact. This can be used as a group email address, with email forwarding to several accounts. This address will always have the following structure: bc-[complex]@wijwonendelft.nl, e.g. bc-edup@wijwonendelft.nl. The email address also allows you to access a Google Drive, where you can find some useful documents.

Facebook

It can be very useful if members of the BC serve as admin for a Facebook group. This makes it easier for the BC to keep residents well informed. If a Facebook group has not been created, we recommend setting one up.

BC excursions

WijWonen and DUWO would like to do something to reward you for all your efforts. You can thus organise something fun for your BC, and we will supply a budget of €40 for each committee member each year. Arrangements can be made by sending an allowance request to WijWonen. So make sure you plan something fun!



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