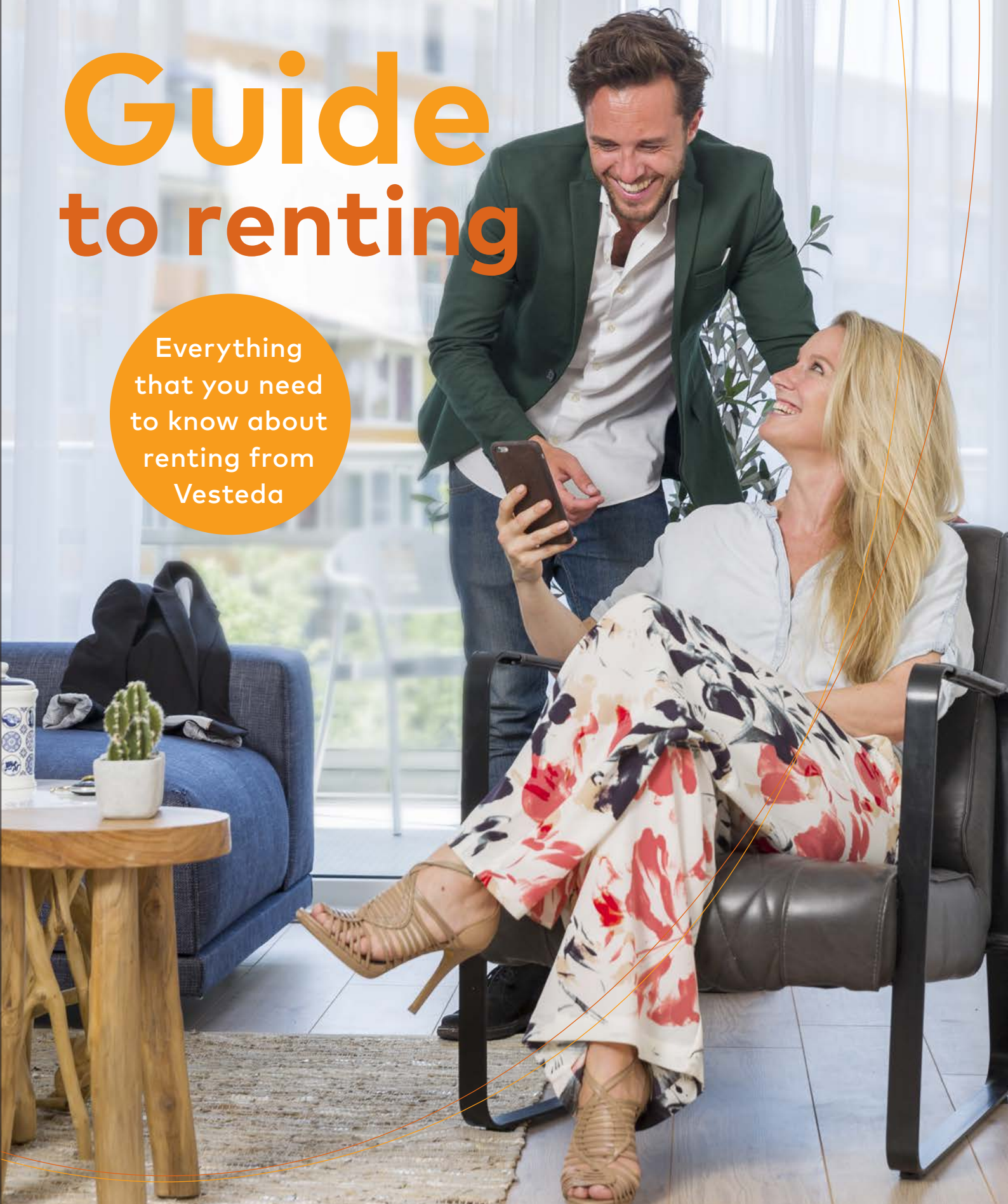


Guide to renting

Everything
that you need
to know about
renting from
Vesteda



vesteda

Feel at home with Vesteda



Welcome to Vesteda

At Vesteda we want you to enjoy living in your home. This is why we have put together this brochure containing all the important information that you need to know. It explains what you can expect from Vesteda and what we expect of our tenants. Quality of living is, after all, not just the responsibility of the landlord but of all tenants who live in the building or street.

Many of the matters addressed in this brochure will not be news to you, as we discussed the most important matters during the signing of the rental agreement. However, please do take some time to read through this brochure, as it may be helpful in the future. This information can also be found under the FAQ section in [My Vesteda](#).

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Moving into the residence

Your responsibilities as a new tenant

Water, gas, electricity, and heating supply

As a new tenant, you are responsible for organizing your own service provider for water, gas, and electricity. When we handover the residence to you, you will receive a report containing the meter readings. If you use district heating or a geothermal system, then register with the relevant service provider.

Television, Internet, and telephone

You can sign a service contract for TV, Internet, and a landline with a service provider in your area.

- **If you want to install a satellite dish** Request permission from Vesteda before installing a satellite dish. You can submit your request via **My Vesteda** – the online portal that helps you to organize all your rental matters in a simple and quick way. If you are granted permission, please keep in mind that you cannot install the dish on the exterior of your building or complex. The satellite must be installed loose in the garden or on the balcony.

Compulsory insurance policies

As a Vesteda tenant, you are required to take a third party insurance and a home contents insurance at an insurance company of your choice. This obligation is included in the General Terms and Conditions that you agreed to when signing the rental agreement.

- **Third party insurance** covers any damages that you might cause to other tenants. This includes issues such as water damage caused by your washing machine.
- **A home contents insurance** covers damage to your personal household contents such as floor covers, furniture, and AV equipment as a result of break-ins, storms, fire, and other causes. We recommend taking out a comprehensive home contents insurance. For instance, damages caused by leaks are not always covered by a regular home contents insurance.

Registering with the local municipality

As a new resident, you are required to register at your new municipality. This needs to be done as soon as possible after signing your rental agreement and within five working days of moving. This means that other organizations and authorities are also informed about your move. When you register your new address, you are automatically deregistered from your old address. You can find more information on the municipality website or at the municipal Civil Affairs desk.

Informed from the start

Quality of the residence

Vesteda hands over the residence to you in a good state, without any defects. This means that you can enjoy your home as soon as you move in. The state of the home at the handover is confirmed in an inspection report that is signed by you and Vesteda. If there are any defects present at the start of the rental agreement, this will be shown in the report. Vesteda will repair this defect within an acceptable time frame in consultation with you.

Energy label

If you want to find out which energy label applies to your residence, then go to **My Vesteda**. The label indicates how energy-efficient your residence is. It provides information about the insulation properties of floors, windows, walls, and the roof, and shows how energy-efficient the heating, warm water, and ventilation systems are.

The address and energy performance of the residence are all part of the label. The least energy-efficient residences are given a G-label and the most energy-efficient residences an A-label. For more information go to www.energielabel.nl and the [Dutch government website](#).

- **Also take a look at the FAQ on My Vesteda.**

Owners' Association

Vesteda sells apartments in certain complexes. In these situations, Vesteda is not the only owner in the building. As soon as a building has multiple owners, an Owners' Association has to be set up. Each owner automatically becomes a member of the Owners' Association.

The Owners' Association represents the shared interests of all owners in the building. The association manages and maintains the communal areas of the building (roof, facades, staircases) and the shared facilities (rising mains, plumbing, lifts). The cleaning of communal areas such as the staircases and the maintenance of shared gardens is also the responsibility of the Owners' Association.

An Owners' Association is entitled to set house rules. These rules apply to all the tenants and owners in a single residential building. These include rules regarding pets, or how to deal with household waste. While it is not compulsory to set house rules, they are a practical way of ensuring that everybody abides by the same rules.

If you are a Vesteda tenant and if you have any further questions about maintenance, or if you would like to submit a repair request for the communal space, please do so via **My Vesteda**. We will pass on the request to the maintenance services of the Owners' Association.

Rent and other financial matters

Security deposit

Guarantee for fulfilling your obligations

As a new tenant, you pay a deposit for the proper fulfilment of your obligations. Depending on your situation, this normally amounts to one month's rent. Vesteda pays no interest on this deposit.

If your rental agreement has been terminated and you have cleared the residence/parking space and left them in their original state, then we will refund your deposit after no more than 14 days minus any amount owed to us.

You cannot use the deposit as a month's rent.

Paying rent

Rent and service charges

The rent consists of two charges: basic rent and service costs.

- **Basic rent** is the amount that you pay for renting the residence/parking space
- **Service charges for apartments** include:
 - costs for the use of power and water
 - fee for the use of furniture and soft furnishings
 - other agreed costs, such as the cleaning of communal areas, costs of the concierge, and the maintenance of the shared garden.
- **Service charges for single-family homes** include:
 - maintenance and fault repair of the central-heating systems
 - drain unblocking
 - administration costs

Vesteda discusses the service costs with you and includes them in the rental agreement.

Paying on the 1st of every month

You pay the rent and service costs in advance. The full amount must be on the Vesteda account by the 1st of each month. We request that you use direct debit payment to pay your rent. Further information as well as the authorization form can be found on [My Vesteda](#).

Annual rent increases

Vesteda can raise the rent every year.

- **For non-liberalized rental agreements** (subsidized rented sector) the rent can only be increased annually on 1 July by a legally determined percentage. This may also be subject to an income-dependent increase (if legally permitted).
New rent = former rent x (inflation + income dependent mark-up percentage).
- **For liberalized rent** (private sector) CPI indexation (Consumer Price Index) applies plus a contractually agreed mark-up percentage.
New rent = former rent x (inflation + mark-up percentage).
- **You can also have a look at the FAQ about rent increases on [My Vesteda](#).**

Problems with paying rent

If you foresee any problems with the payment of your rent, then contact the Vesteda Collections department as soon as possible. Please send an e-mail to betalingen@vesteda.com, or call on +31 (0)88 456 16 56 between 8:30 AM and 5:00 PM. Together with you we will try and find a solution.

Nuisances, quality of living, and safety

Quality of living

Communal areas: everyone's responsibility

If you reside in a complex with communal areas, Vesteda or the Owners' Association are responsible for cleaning and maintenance. Many complexes also have their own concierge who takes care of common jobs.

However, as a tenant, you are also responsible for the communal areas. Keep them in a neat state and ensure that you are informed about the house rules. This means that you know where to park your bicycle, whether you can put plants and chairs in the gallery, and where to dispose of your household waste.

Preventing and controlling pests

As a tenant, you are responsible for preventing and controlling pests. By keeping your residence clean, you are already reducing the risk of pests. Moreover store your food in the fridge or in sealable containers, use a waste bin with a properly closing lid, and prevent pests from coming inside.

If you do have pests, you can buy different types of pesticides from the pet shop. Many municipalities also have their own pest control services that you can contact for information or help. Vesteda is not involved in this process.

Getting rid of your bulky rubbish

As a tenant, you are responsible for disposing your bulky rubbish in a correct way and timely manner. In order to prevent nuisance in your neighbourhood, we ask you to contact the municipality of your area ahead of time about the rules and regulations for disposing your bulky items destined for the landfill.

Nuisances

Nuisance caused by neighbours: try to solve it amongst yourselves

In principle, Vesteda is not a party in nuisance issues. It is a matter for the neighbours themselves to reach good working agreements. Talking often presents solutions, but might not always lead to resolution. In such cases, we advise you to find out whether other neighbours are experiencing the same nuisance. Together, you might be able to effect change. However, if you do not succeed in reaching a solution for the nuisance, you can submit a complaint via [My Vesteda](#).

If the situation becomes threatening or dangerous, then contact your neighbours or call the police or an aid agency. Write down exactly what has happened and when. If the nuisance continues, it's a good idea to report each

incident to the police. The police will generally take action only after several nuisance cases have been reported and an official report has been made. You can report instances of nuisance by calling (the police) +31 (0)900 8844.

Subletting: only with the permission from Vesteda

As stated in the rental agreement and general terms and conditions, you may not sublet your Vesteda residence whole or in part, or cede for use to third parties. This is only allowed with the prior written permission from Vesteda.

- You are not permitted to rent out rooms, offer the residence as temporary or holiday accommodation (including Airbnb), or cede for use to third parties.

Growing cannabis: termination of rental agreement

Growing cannabis is illegal. If we find that you are producing, growing, or dealing illegal substances in your residence, the police will be notified immediately and the rental agreement will be terminated with immediate effect. You will be responsible for the associated costs and any damages and other costs.

For your safety

Smoke detectors for your safety

Vesteda advises you to install smoke detectors in your home. In most Vesteda homes they are already present. Smoke detectors will keep you safe from a possible fire. You can install them yourself.

Keep in mind that smoke detectors require maintenance. With standard use they will last approximately ten years. Regularly test the detector to see if it still works by pressing the test button. You will then hear a loud beep. The battery of the smoke detector will last about a year. When the battery is nearly drained, you will hear a repetitive loud beep.

What to do after a break-in

If your residence has been broken into, immediately contact the police and make a report. The police could come to your residence, or you might have to make an online report or be asked to come to the station to make a report. In cases of damage or theft, you are also required to notify your insurance. The insurance will only pay out if you have made a police report. Vesteda requests that you send a copy of the official report within four weeks.

Asbestos: do not remove, drill, or saw

Residences built before 1993 may contain materials that contain asbestos. The asbestos can be found in walls, façade panels, roofs, doors, floor covers, and heaters.

In most situations, asbestos is harmless. However removing and drilling or sawing into asbestos may release asbestos particles. The particles can damage your health when inhaled. We advise you not to do anything to materials containing asbestos in your home. You can submit a request for more information about asbestos through [My Vesteda](#).

Maintaining and alterations to the residence and garden

Repairs

Submit a request for repair

If something in your home needs to be repaired, you can submit a request for repair through [My Vesteda](#), or in urgent situations, directly contact the service provider.

- For regular maintenance, such as broken lights in the communal area, damaged paint, or a loose tile, we ask that you complete a request for maintenance in [My Vesteda](#).
- For emergency faults including leaks, no hot water or heating, or a broken lift, we ask that you call the service provider directly. This allows you to quickly make an appointment without having to contact Vesteda first. If you're unsure about which service provider to call during an emergency, please call Vesteda on +31 (0)88 456 16 56 and we will help you find the correct information.

Check beforehand who is responsible for what and who has to pay

The Besluit kleine herstellingen (regulations for small repairs) contains information about which repairs Vesteda is responsible for and the types of repairs you, as the tenant, are expected to make.

V = Vesteda T = tenant

Description	V	T
Drains (plumbing/fittings)		
Unblocking the drains of the kitchen sink, bath, shower, and siphon		●
Drains (outside)		
Cleaning the balcony drain, and gutters of single-family homes		●
Replacing roof gutters after normal wear and tear	●	
Cleaning roof gutters on apartments	●	
Drains (sewer)		
Repairing sewer pipes after subsidence outside your residence	●	
Replacing sewer pipes after normal wear and tear	●	
Cleaning and unblocking of interior sewer pipes up to the connection of the municipal sewer or main sewer		●

Description	V	T
Extractor hood		
Repairing extractor hood if owned by Vesteda	●	
Repairing extractor hood if owned by tenant		●
Keeping extractor hood clean and replacing filters		●
Balcony		
Maintaining balcony and gallery railings and making sure they are solidly attached	●	
Glazing		
Broken windows/glass in communal areas (depending on the cause of the damage)	●	●
Broken windows/glass inside and outside of your residence (depending on the cause of the damage)	●	●
Bell		
Repairing individual doorbells		●
Repairing shared doorbell system	●	
Repairing intercom system and landlines	●	
Repairing the IRS systems	●	
Storage areas and sheds		
Repairing storage floor	●	
Freezing		
Repairing taps and fittings to prevent the taps from freezing		●
Fire corridors		
Maintaining the paved surface in fire corridors/paths	●	
Cleaning of the fire corridors/paths		●
Letter box		
Replacing or renovating letter boxes in communal areas	●	
Maintenance of letter box opening of your residence		●
Repairing or replacing letter box lock in case of significant wear and tear	●	
Central antenna installation		
Malfunctions affecting radio, TV reception, and your landline (please report this to your cable company)		●

Description	V	T
Central heating		
Malfunctions affecting central heating units, combination boilers, water heaters, and geysers if owned by Vesteda	●	
Malfunctions affecting shared central heating installations	●	
Water heaters/geysers if not owned by Vesteda (via third party)		●
Filling up the central heating units		●
Bleeding the central heating unit		●
Cleaning central heating unit or combination boiler	●	
Malfunctions affecting central heating pipes, radiators, or radiator valves	●	
Repairing the thermostat	●	
Replacing battery of thermostat		●
Freezing of or damage to central heating unit		●
Roof		
Maintaining and replacing roofing, roof ducts, and roof tiles after normal wear and tear or due to storm	●	
Electricity		
Maintenance of and repairs to electrical installations, including meter cupboard wiring and earth connections in your residence (repair costs payable by the party found to be wrong)*	●	●
Repairs to electricity meter in your residence (via energy company)		●
Repairs to switches and wall sockets in your residence or storage	●	
Maintenance of and repairs to lighting, switches, and wall sockets in communal areas and car parks	●	
Maintenance of and repairs to self-installed outdoor lighting		●
Maintenance and replacement of safety fuses or lamps in your residence		●
Damage resulting from short-circuit caused by tenant		●
Locks and hinges		
Maintenance, greasing and replacement of door handles, locks, and hinges for doors and frames in your residence, storage area, or garage		●
The same as the above in communal areas	●	
Replacing locks and hinges in case of normal wear and tear	●	

* voor uitleg over kosten van ongelijk zie pagina 21

Description	V	T
Replacing or repairing locks and hinges due to incorrect or inappropriate use		●
Repairing and adjusting or replacing door closers in communal areas	●	
Having additional keys made, whether to replace lost ones or not (if certified key, only via Vesteda)		●
Exterior locks		●
Breaking and entering		
Repairing breaking-and-entering damage to doors, windows, frames, or locks and hinges, after making an official report to the police	●	
Cupboards		
Maintenance and repairs on built-in or free-standing cupboard/cabinets, including hinges and locks		●
Kitchen		
Replacing kitchen unit and worktop after useful lifetime	●	
Repairing kitchen drawers, hinges, knobs, and handles, and adjusting doors/drawers		●
Damage resulting from leakage not reported in a timely fashion		●
Sealed joints		
Maintenance and repairs to sealed joints on the outside of your residence	●	
Maintenance and repairs to sealed joints inside your residence	●	
Frames, windows, and doors		
Repairing and renovating outdoor frames, windows, and doors (also refer to paintwork)	●	
Renovating outdoor frames, windows, and doors as a result of wood rot	●	
Repairs and maintenance of indoor frames and doors in your residence or storage area (see: paintwork)		●
Renovating inside doors in cases of significant wear and tear	●	
Pipes: water and gas		
Gas pipes from mains pipe to gas meter, including main valve (via gas service provider)		●
Repairing or replacing gas pipes from the main valve, including gas valves, if installed by Vesteda	●	
Insufficient gas supply (via gas service provider)		●
Repairs on water pipes up to and including main valve (via water service provider)		●

Description	V	T
Repairs on standard water pipes from main valve	●	
Maintenance and repairs on self-installed water pipes		●
Defrosting and repair of frozen water pipes		●
Lift and lift installation		
Maintenance, inspections, repairs, lift malfunctions	●	
Air grilles		
Maintenance and repairs on ventilation grilles in your residence		●
Cleaning and replacing filters in your residence		●
Replacing ventilation grilles in cases of significant wear and tear	●	
Mechanical ventilation		
Maintenance and repairs on mechanical ventilation units	●	
Brickwork		
Maintenance and repairs on outdoor brickwork and jointing	●	
Nameplates		
Apartments: Ordering Nameplates	●	
Apartments: Reordering Nameplates		●
Family homes: (Re)ordering Nameplates		●
Pests/vermin		
Controlling pests/vermin such as lice, wasps, bees, ants, beetles, rats, mice, fleas, and other pests/vermin (when relevant via the municipality)		●
Disinfecting your residence in connection with presence of cockroaches or long-horned beetles	●	
Controlling pests in communal areas	●	
Skirting boards		
Maintaining, repairing, or replacing skirting boards		●
Maintaining, repairing, or replacing skirting boards in communal areas	●	
Sanitary fittings		
Replacing washbasin, shower, bathtub, toilet bowl, and cistern in cases of normal wear and tear	●	
Cleaning and minor repairs to bathtub		●
Maintenance and repairs on toilet cistern and, if necessary, replacing parts such as float, float valve, etc.	●	

Description	V	T
Descaling float, cistern, toilet bowl, or activation mechanism when necessary		●
Maintenance and repairs on taps and mixing taps, including replacement of the washer	●	
Replacing taps and mixing taps in case of normal wear and tear	●	
Maintaining and replacement of shelves, mirrors, toilet seats, sealing rings/gaskets, hand showers, height adjustment rods, shower hoses, and other bathroom accessories		●
Paintwork		
Outside paintwork on frames, windows, and doors	●	
Indoor paintwork in communal areas	●	
Indoor paintwork/wallpapering in your residence or storage area		●
Cleaning		
Cleaning communal areas (usually included in service costs)	●	
Cleaning your own residence and storage area		●
Chimneys		
Repairs to chimneys and ventilation ducts	●	
Sweeping chimneys in single-family homes, usually once a year		●
Plasterwork		
Repairing plasterwork on walls or ceilings if it comes loose from the base layer	●	
Maintenance or repairs on plasterwork for fittings and furnishing installed by tenant, including holes, plugs, etc.		●
Repairing plasterwork in communal areas	●	
Tiling		
Repairing loose wall or floor tiles	●	
Maintenance or repairs on tiling for fittings and furnishing installed by tenant, including holes, plugs, etc.		●
Repairing tiles in communal areas	●	
Telephone connection		
Installation and maintenance of the telephone connection and/or Internet services (via telephone service provider)		●
Weather strips		
Maintaining and replacing weather strips		●

Description	V	T
Stairs		
Renovating stairs or handrail in case of excessive wear and tear	●	
Maintenance and repairs on handrails and stairs in your residence		●
Ensuring that the handrail in your residence is securely attached		●
Maintenance and repairs on stairs or handrails in communal areas	●	
Maintenance and repairs on outside stairs	●	
Gardens		
Minor subsidence		●
Supplying fill sand for raising gardens with large subsidence	●	
Installation and maintenance of private gardens		●
Removal of plants etc. for the raising of private garden		●
Regular removal of weeds between the tiles		●
Regular trimming of hedge rows, hedges, and sprouting trees		●
Felling of trees (see municipal regulations)		●
Maintenance of shared paved surfaces if owned by Vesteda	●	
Installation and maintenance of shared gardens if owned by Vesteda	●	
Maintaining or replacing boundary partitions installed by Vesteda	●	
Maintaining or replacing boundary partitions installed by the tenant		●
Windowsills		
Replacing windowsills in cases of normal wear and tear	●	
Maintenance and repairs on windowsills in your residence		●
Alterations to the residence		
Installing and removing fittings and furnishing for the disabled within the framework of the Wet maatschappelijke ondersteuning (Social support act, WMO) contact the municipality for information; always consult with Vesteda beforehand)	●	●
Maintenance of fittings and furnishing for the disabled within the framework of the WMO (contact the municipality for information)		●
Awning/sunblinds		
Maintenance and repairs if owned by tenant		●
Maintenance and repairs if owned by Vesteda	●	

Faults repaired with costs payable by the party found to be wrong

The cause of a fault is sometimes only discovered after the repairs have been concluded. Vesteda repairs the faults with costs payable by the party found to be wrong. In short, this means that the party who has caused the fault pays for the repairs.

For example, your sewer pipe may become blocked. If it turns out that the blockage was caused by an entire roll of toilet paper, a nappy, or cat litter, then the repair costs will be charged to you. If you are not responsible for the fault, then Vesteda pays the bill.

Another example: the electricity in your residence keeps tripping. If the mechanic, after investigating the matter, determines that your freezer caused a short-circuit, then the costs incurred will be charged to you. If the cause of the short-circuit is located in the meter cupboard, then Vesteda will pay for the costs.

If you report a fault, our employees and/or contracted partners will inform you that faults are repaired with costs payable by the party found to be wrong.

Making your own alterations to the residence

Hard floor covering: laying parquet or laminate floors

A parquet or laminate floor can make your residence feel more welcoming but can also cause noise nuisance. You are permitted to lay an insulated floating parquet or laminate floor if you adhere to the following conditions:

- **The use of and/or the laying of the floor may not cause a nuisance to other residents.** You will need to show that the sound insulation of the base plus floor cover reaches a value of 10 dB or more. This means that the floor and floor cover need to deaden at least 10 dB in relation to the base floor. The sheets must be 2 mm apart. This must be 10 mm next to walls and fixed objects.
- **You are not permitted to damage the residence.** Please note that you are required to replace shortened doors when you move out of the residence. The replacement doors must be identical to the original doors in terms of colour, dimensions, and quality.
- **When you move out of the residence you must remove the floor and repair all damage.** If the new tenant is taking over the floor, this does not apply. In this case, you will also not have to replace shortened doors.
- **The duration of the permission granted is subject to the fulfilment of the above conditions.** In the event of a breach, the permission may be withdrawn by Vesteda and the flooring must be removed at the first notification.

Self-installed fittings and furnishing (SIFF) and permission

Everyone likes to decorate their home to their own taste. Vesteda respects this and allows you to make changes to your residence. However, for certain self-installed fittings and furnishing (SIF), you first need to request permission from Vesteda. This list describes the different types of alterations and whether you need permission from Vesteda:

- **Minor alterations** are changes that can be returned to their original state without incurring any significant costs. Examples of minor alterations include drilling holes for curtain rails or shelves on the wall, replacing bathroom accessories (toilet seat, toilet paper holder), and applying wallpaper or indoor painting work that does not differ greatly from standard types of patterns/colours.

You do not need to request permission for minor alterations. The rental agreement states that you need to return these alterations to the original state before moving. This means that you need to fill any holes that have been drilled for example. Minor alterations are never eligible for compensation.

- You must always obtain prior written permission from Vesteda to make **large alterations**. These alterations are often permanent and can only be returned to the original state at a significant cost. Examples include a different kitchen, a new bathroom, installing interior walls, replacing interior doors, laying tiles, and modifying/enclosing radiators.

If you are moving out, Vesteda may compensate you for your self-installed fittings and furnishings. When your request is processed, we will indicate how we determine compensation in such cases.

If you make large alterations without the prior permission from Vesteda, you forfeit your right to compensation. In such cases, the residence needs to be returned to its original state when you move. You can submit a request for self-installed fittings and furnishing at [My Vesteda](#).

- **In principle, alterations and additions to the outside of your residence** are not permitted unless you have received prior written permission from Vesteda. If you wish to place a dormer window or fence, add an extension, or install awnings or roll-down shutters you need to submit a request through [My Vesteda](#). It is important that you give Vesteda an overview of the plan, the materials to be used, and the construction.

Garden maintenance

Laid out and maintained as an ornamental garden

If you are renting a residence with a garden, you are required to lay out, use, and maintain it as an ornamental garden. You are not permitted to use the premises and garden for the storage of goods or for parking cars, caravans, boats, etc. Other garden rules:

- **Trees must be planted at least two metres from the property boundary.** Trees are not allowed to exceed the height of the gutters and must be regularly pruned. Vesteda has the right to ask you to prune and trim trees and bushes to the height of the gutter.
- **Trees and bushes may not cause a nuisance to your neighbours.** This nuisance may be caused by falling leaves, blocking of natural light, etc. If the trees and/or bushes do cause a nuisance, they must be removed at your expense. Any damage caused by the trees, bushes, or other plants is also at your expense.
- **Shrubs and bushes must be planted at least half a metre from the property boundary.** They are not allowed to exceed 1.5 metres in height.
- **You are required to fell trees that are rotting or leaning at a dangerous angle.** If you need a felling permit, you can request one from the municipality and inform Vesteda.
- **You are not permitted to plant creepers against the facades.**
- **You are required to lay and maintain the paved surfaces in the garden.**
- **The boundary partition around your back garden may not exceed two metres in height.** In the front garden, this may not exceed one metre in height. The boundary partition must be made of high-quality material.

Terminating the rental agreement

If you want to terminate the rental agreement

Termination due to moving

If you are moving and want to terminate the rental agreement, then please report this on [My Vesteda](#) in a timely fashion. The minimum notice period is one month. Notice can be given – and will commence – on any weekday of the month concerned. You are required to pay rent up until your final day of renting. The final termination date may differ from your preference by a few days as a result of the scheduling at Vesteda, and rent will continue until this final termination date.

› Handy tips for your move

- note down all the information displayed on the various utility meters
- make sure your telephone, TV, and Internet connections are transferred to your new address
- register your move at the Civil Affairs desk of your municipality
- use the PostNL verhuisservice (moving service to help all your important mail to be redirected to your new address)
- report your move to your gas, water, electricity, and heat service providers to terminate your contract or have it transferred to your new address. Use the metre readings that were taken at the handover of the residence.

Termination on account of death

Following the death of a tenant, his or her family can terminate the rental agreement. It is possible to do this through [My Vesteda](#). A copy of the death certificate is required for this. Vesteda cannot process the request for termination without the death certificate.

Termination of the parking space

The rent for a parking space that belongs to your residence is automatically cancelled with the termination of the rental agreement. If you are renting a separate parking space, you need to terminate the rental agreement on [My Vesteda](#).

Leaving the residence in a good state

Two inspections of the residence

After you have terminated the rental agreement, Vesteda will perform two inspections of the residence. The preliminary inspection will take place as soon as possible after you have notified us of the termination of the rental agreement. You can select a suitable date for this on [My Vesteda](#). The final inspection is on the same date as the final day of the rental agreement.

Preliminary inspection of the residence

A Vesteda representative will come to your residence to check the residence together with you and to inform you what needs to be done to return the residence to its original state.

Our representative will make note of any defects and alterations on the Preliminary Inspection form and discuss with you what changes you need to make. These changes need to be completed before the final inspection.

Final inspection of the residence

During the final inspection, our representative will inspect the residence together with you and check the repair and rectification work agreed upon during the preliminary inspection that you have carried out. If our representative decides that your repairs are insufficient, Vesteda will request an external party to complete the repairs. The work will then be carried out at your expense.

Take-over of objects and fittings and furnishing

Take-over form

If you have any objects or fittings and furnishing that you would like to sell on to future tenants, as soon as a new tenant has been found, we will bring you into contact with each other so that you can make agreements as to what is to remain in the residence and for what price. These agreements will be confirmed in Vesteda's transfer form.

- › **Please note: a new tenant is not obligated to take over any objects or fittings and furnishing**

If there is no new tenant

If you have not received any information about a new tenant one week before the final inspection, please contact Vesteda. If we have not found a new tenant, you are required to remove all objects and fittings and furnishing.

Complaints and representation of interests

Reporting complaints

Report your complaint

Quality is important to Vesteda, and we are committed to helping our tenants quickly and efficiently. However, we understand that you might be dissatisfied or have a complaint caused, for example, by nuisances from neighbours or the area, about the maintenance in and around the residence, or about one of our employees. Please report any complaint on [My Vesteda](#).

Representation of interests

Tenants' association

A complex might have its own tenants' association. They represent the interests of the tenants in the complex and liaise and provide information. The association meets twice a year with Vesteda Property Management (the management of the complex) to discuss matters relating to the complex.

Every tenants' association of a Vesteda complex can join the Vesteda platform. This platform also meets with Vesteda but at the level of the owners. This includes portfolio-related affairs such as the maintenance, rent, and service costs policies.

Contact with Vesteda

Vesteda contact details

If you have any questions or comments for Vesteda, please submit these on [My Vesteda](#).

Vesteda

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