

Individual solutions for tenants experiencing payment difficulties and limited rent increase for all tenants during corona crisis

➤ Dear tenant,

Having your own place to live is more important than ever right now. During the corona crisis, Vesteda is supporting financially affected tenants with individual solutions, as well as a number of generic measures. On 1 July, for instance, Vesteda is limiting the rent increase for all tenants.

On 25 March, you received an e-mail from Vesteda telling you that 'Vesteda is offering appropriate individual solutions to tenants who get into financial difficulties.' As well as individual solutions, such as postponing or, if necessary, waiving a rent payment, Vesteda is also taking a number of other measures during this period:

- Tenants facing acute rent payment problems as a result of the corona measures do not have to fear eviction.
- Tenants who have rent arrears will not have to pay legal collection costs. Incidentally, Vesteda never charges collection costs as long as overdue rent instalments are being processed by Vesteda.
- Whenever possible, tenants with a temporary rental agreement will be offered an extension.

➤ Solidarity as the principle

Vesteda has made a conscious choice in favour of individual solutions for tenants experiencing acute financial problems. As well as social disruption, the coronavirus is also causing financial uncertainty for some of our tenants. Following our communication on 25 March, 250 tenants got in touch with Vesteda, most of them self-employed or business owners.

This is 1% of our tenants. This figure will doubtless rise the longer the corona measures are in place, but the good news is that the vast majority of our tenants still have a regular income from work or pension. >>

➤ Minimal rent increase

Vesteda does not want to overlook tenants with a regular income. On 1 July, rent will therefore be increased by less than the contractually agreed percentage. Regulated rental properties are subject only to an adjustment for inflation; for liberalized rental properties, the rent will be increased by inflation + a maximum of 1%. The exact percentage increase to your rent as of 1 July 2020 will be indicated in your rent increase letter. This percentage may differ from the above arrangement, for instance if an agreement has been reached on making your home more sustainable.

➤ Lastly

In the Netherlands, the rent on a residential property can only be increased once a year. At Vesteda, this happens on 1 July. To keep rental properties affordable, Vesteda has not imposed the maximum increase for a number of years now. Consequently, in acknowledgement of their social responsibility, our investors, pension funds and insurers willingly accept a lower return. The income from the rent and rent increase enables pension funds and insurers to provide a stable income for retirees who worked in education, the health sector or for the government, among others.

① Questions

If you have any questions or remarks, please contact Vesteda at huurderszaken@vesteda.com or by phone on **+31 (0)88 456 16 56**.