



your rights and obligations during renovation

2019

www.lefier.nl

Lefier is going to renovate your house. This brochure explains your rights and obligations when your house is going to be renovated.

introduction

Lefier and the tenants' organisations have established agreements which apply during renovations. We call these agreements the Social Charter. Agreements in the Social Charter are revised every year.

This brochure includes a simplified version of these agreements to ensure that you are well aware of your rights. You can request the full version of the Social Charter (in Dutch) from Lefier. You can also download the full version on Lefier's website.

The agreements in this brochure are applicable if you:

1. have a rental contract for an indefinite duration, and
2. are registered with the council at the same address, and
3. actually live in the house.

what is renovation?

Lefier is improving the quality of many houses. Your house will be insulated and fitted with double glazing, for example. This will improve your house's energy efficiency and level of comfort. We often carry out maintenance at the same time. We work on all houses in a complex at the same time. Because you are getting a better house, your rent will usually increase after the renovations.

advance information

letter regarding renovation

If Lefier plans to renovate your house, you will receive a letter beforehand. The letter explains when your house is scheduled for renovation and what the plans are. The letter will be accompanied by the brochure *Your Rights and Obligations During Renovation*.

consultation with tenant work group

When we plan to carry out renovations, we first assemble a tenant work group with which we discuss the work to be conducted.

information meeting

Once it is clear what we will be renovating, you will receive an invitation to an information meeting where we will explain what is going to happen and what it means for you. The information meeting is also an opportunity for you to ask questions. If you are unable to attend the information meeting, you can make a separate appointment with your Lefier contact. The invitation will state who your contact is.

approving the renovation plan

At least 70% of the tenants in your complex must approve the renovation plan and the associated rent increase. If less than 70% of the tenants approve the plan, it will not

be carried out. For this reason, we ask that you sign a statement of agreement in which you state whether or not you approve the renovation plan. If at least 70% of the tenants approve the plan, it will be carried out in all houses, including those of tenants who did not approve it.

execution of work

information booklet

If at least 70% of the tenants approve the plan, you will be notified of when the work is scheduled to begin. Before the work begins, you will receive an information booklet which explains what to expect and how to prepare.

designated contact

A Lefier employee will remain your designated contact for the duration of the renovation. Please make an appointment with your contact if you have any questions or comments.

minimising disturbance

Your house will be renovated while you are living in it. The work will cause some nuisance, but we will minimise this as much as possible. We will make agreements with you in advance on when the work will be finished, and we will do our best to meet these agreements. If the work carries on longer than expected, we will notify you on time. If you have any complaints, questions, or problems, please contact your designated contact at Lefier.

compensation

standard compensation

You will receive a contribution of **€316¹** if your house is renovated. The contribution is intended as compensation for any costs you may incur. This may include things such as the costs of repainting, flooring, curtains, etc.

¹ Pricelevel 01-01-2019

extra compensation

You may also be eligible for an additional compensation. This depends on the work which will be carried out in your house. Activities eligible for extra compensation are:

Fully or partly installing or replacing central heating system and piping	€ 128
Kitchen renovation	€ 128
Changes to the indoor floor plan	€ 253
Enlarging the shower	€ 128
Chimney removal (ground floor)	€ 253
House expansion	€ 253

Price level 01-01-2019

You will receive the compensation when the work in your house begins.

damage to your property

damage during work

We will be careful with your things while working in your house. Nevertheless, if your property becomes damaged, you can report this to your designated contact at Lefier. Damage must be reported within three working days. A Lefier employee will visit you to assess the damage. Lefier will settle the damage within two months.

damage after completion of the work

If you only discover the damage after completion of the work, you can file a claim with your own home insurance. If you do not have home insurance, or if your insurer rejects the claim, you can report the damage to your designated contact or Lefier's Customer Contact Centre.

temporarily moving to another house

temporary house

Some renovations may be so extensive that you cannot live in your house for the duration of the renovation. In that case, Lefier will make a temporary house available. Lefier will ensure that the temporary house is clean, furnished, and tidy. You will sign a temporary rental contract for the temporary house. You will continue to pay the rent for your "old" house while you live in the temporary house. You do not need to pay rent for the temporary house. If you move to a temporary house, you are entitled to compensation for moving and redecorating costs.

You are entitled to the following compensation:

€ 6,349² for independent housing

€ 635 for shared housing³

² Price level 2019, the amounts are updated annually.

your neighbourhood during renovations

livability

You live in a neighbourhood where houses are being renovated. Construction work can make living there less pleasant. For example, scaffolding will be erected, and construction materials and waste will be visible. There will also be site cabins present. Lefier will make an extra effort to keep the neighbourhood livable.

minimising disturbance

We ensure that the neighbours are affected as little as possible by the renovation activities. Local residents will be given advance notice of the activities and how the activities may affect them.

³ housing where the kitchen and/or shower is shared with other residents.

extra service

If, due to a disability or illness, you need help which family and friends cannot provide, Lefier can perform odd jobs for you.

hardship clause

In special and extraordinary cases, at your request or on its own initiative, Lefier can deviate from the provisions in the Social Charter.

dispute settlement

If you have a complaint, please let us know. We are happy to help. We will look for a suitable solution together. If, after that, you are still not satisfied or we cannot reach an agreement, you can file your complaint with the complaints or dispute committee in your area.

Lefier

t 088 – 20 33 000
info@lefier.nl
www.lefier.nl