

# NEWSLETTER



2024/1

March 8 2024

## Elevator renovation low-rise buildings

On September 5, 2023, the board and property manager met with Orona to discuss the problems with the renovation of low-rise buildings and to find out when the renovation of low-rise elevators could be scheduled. An indexed quotation would be provided for this purpose, after which, if approved, a schedule would be provided. The agreement has now been given at the members meeting of last January 11, but despite weekly questions, it has once again become apparent that what Orona says is not at all in line with what they do. Unfortunately, it remains to be seen whether the planned renovation for the low-rise lifts will go ahead in 2024. As the memo for the General Members' Meeting indicated, Orona continues to disappoint and comes across as very unprofessional. The board has been given a mandate to look for another party for elevator maintenance. We will investigate this as soon as we have switched from VZB to 24/7 VvE management, which will be the case on May 1, 2024.

## Switch to new property manager

At the past General Members' Meeting, a majority decided that we would switch from VZB to 24/7 VvE Management because the interests of the complex were not being served in a professional manner. With a notice period of 3 months, this means that we will no longer be managed by VZB Vastgoed as of May 1, 2024. The contacts for the switch and transfer have been made and 24/7 VvE Beheer has started to enter VvE Belvédèrebos into their system. An app will be available to residents in which a lot of information is processed and in which disruptions can be reported digitally. The breakdown service outside office hours is maintained by 24/7 VvE Beheer staff. This only applies to emergencies and matters that can wait until the next day or until after the weekend. All relevant information regarding the new manager will be shared with residents before May 1, 2024.

## Apartment owners

**General Failures**  
**VZB Vastgoed**,  
 office hours 09:30-17:00  
**070-4273 372**  
**emergency number**  
**070-311 02 44**  
[info@vzbvastgoed.nl](mailto:info@vzbvastgoed.nl)

## Sewerage

**RRS**  
**088 - 030 13 13**

## Contact Information

### Tenants

**For all failures**  
**Heimstaden**, every day  
 00:00 – 24:00 hours.  
**085 – 0866039**  
[service@heimstaden.nl](mailto:service@heimstaden.nl)  
 (or online service portal)

### Elevator problems

**ORONA 24/7 breakdown service**  
**0172 – 446111**



**FACEBOOK en WHATSAPP are useful for mutual communication between residents, but please note: it is not a means of reporting malfunctions and/or complaints to the VvE board.**

## Heating costs

Every year when the bills for heating costs are distributed, the board receives questions about it. The second page as provided in your mailbox provides an overview of how the settlement is structured. For the fixed part, we calculate with a floor area and not a fractional part of 247, because we are dealing with 244 homes and 3 business units, which are not identical. For a home this is 74 m2 for the rooms where a convector has been installed. This fixed part is the same for all homes/business units. For the variable part, the sum of the number of taps is used for heating and the sum of m3 is used for hot water. This allows the unit price to be determined. In addition, service costs are charged, which are also the same for every home/business unit. As a resident, you can influence the amount of your bill by being aware of the variable part. Less tapping means a lower bill. For 2024, the gas price for heating costs will be much higher than the gas price of recent years. **We strongly advise everyone to monitor consumption with myTED and to increase your advance payment by at least a factor of 2 so as not to be faced with a financially unpleasant surprise when paying for 2024.**



## Parking around the complex

A parking prohibition zone and a 30 km zone apply to the area around Belvédèrebos. This means that parking is only allowed in the designated parking bays and you may not drive faster than 30 km per hour. If you park outside these spaces or on the sidewalk, you run the risk of a parking fine. It is increasingly the case that all regular parking spaces in the car park are occupied, partly because there is an increase in the number of residents' cars. If the site is really full, there are still enough legal places available in the immediate vicinity of the flat, although that means that you have to walk a bit further. It is increasingly common for cars to be parked in the roundabout near our flat. That is not the intention; 1 for the above reason and 2 because this could impede emergency services and suppliers in the performance of their work. The Enforcement Service is authorized to act against this, resulting in fines. It is also good to know that you may not leave a caravan, camper, caravan, camper, trailer, folding trailer or shack on the public road for more than three (3) consecutive days

**From March 1, 2024, the municipality will no longer collect bulky waste without individual residents requesting this online via <https://zoetermeer.nl/afval-grofvuil>**

On this website of the municipality of Zoetermeer you can also read all the rules and conditions that you must adhere to, such as:

- Put the bulky waste at the disposal location before 7:30 am (this is the place where the mini containers are presented or next to the underground containers). You are not allowed to put out the bulky waste the night before;
- You may have a maximum of 2m<sup>3</sup> collected at a time;
- Metal objects, white and brown goods (for example: television, computer, refrigerator, washing machine) must be stored separately to be offered;
- Bind long objects of up to 1.50 meters together in bundles;
- Carpet must be cut into pieces and bundled;
- Each part or bundle may not weigh more than 30 kilos;
- Do not put bulky waste in boxes or plastic bags.

Residents who want to temporarily store their bulky waste in the bulky waste areas can request the key at number no. 29 upon presentation of proof of confirmation of request from the municipality. The municipality has indicated that they will monitor/enforce this more strictly. If no application is made, bulky waste will not be collected and applicants will be financially charged if quantities are exceeded.

Let us all ensure that the rules are adhered to and that we are not faced with a situation where the municipality no longer collects the bulky waste.

## Cleaning up litter around the complex

We would like to thank the residents of number 222 for their contribution to cleaning up the litter around our complex. Unfortunately, they had to stop this for physical reasons. The residents of number 150 signed up to take care of the clean-up. It is good to see that there are residents who are involved and serve the interests of the association. We hope this will encourage more volunteers

**Always throw rubbish in a public rubbish bin or take it home. Waste on the street and in green areas often decomposes very slowly. Chewing gum only decomposes after at least 20 years, an aluminum drink can hardly decompose. It is estimated that in the Netherlands approximately 50 million kilos of litter end up on the streets or in green areas every year. Plastic litter can end up in the sea by the wind or via rivers and worsen the 'plastic soup'.**