

NEWSLETTER

2025/1

February 28 2025



VvE Energy Savings Loan from the National Heat Fund for:

Roof, floor and facade insulation

Insulating glass

Sustainable installations, such as heat pumps, solar boilers, solar panels, CO2-controlled ventilation.

Other energy saving measures Customized Energy Advice

With an Energy Saving Loan from the National Heat Fund, homeowners' associations take out a loan with a term of 5, 10 or 20 years for energy-saving measures at a low interest rate and favorable conditions. A loan with a term of 30 years is available for a Very Energy Efficient Package (ZEP). This way, measures can be taken immediately, even if no savings have been made. The total loan amounts to a minimum of €25,000 per homeowners' association and a maximum of €33,000 per apartment right. For a ZEP package, the maximum amount that can be borrowed is € 65,000 per apartment right.

Is VvE Belvédèrebos eligible for the above loan?

Yes, but there are a number of conditions that a homeowners' association must meet;

- It is mandatory to have a Custom VvE Energy Advice drawn up.
- A Multi-Year Maintenance Plan (MJOP) is required for at least the term of the loan
- A term of 30 years is possible for the ZEP Very Energy Efficient (ZEP) package and ZEP+ or Zero on the Meter. More may also be borrowed for these adjustments.
- The accounts receivable balance may not exceed a percentage of owners and a certain amount of accounts receivable. This is a challenge with the current situation regarding advance heating costs.
- A two-thirds majority of all owners must agree to take out a loan at a General Members Meeting (1st).

Heating costs settlement and energy prices

The heating costs bill will be emailed to the owners and Heimstaden within a few weeks. It is currently unclear exactly when this will happen, because a number of members have transferred more money to the association, but have not clearly indicated that it is intended for an increase in advance heating costs. The administrator will contact these individuals to respond within a week. If the resident does not respond, all information regarding heating costs will be sent to Techem at the end of next week. This person will process the information and then submit the settlement to the association.

As is known and previously indicated, there was a significant increase in gas prices for the association last year. Fortunately, this average has remained below the amount that was initially offered to the association as a permanent contract. Nevertheless, the bill will be a shock for many residents, as many residents have not increased their advance heating costs against the advice.

The situation regarding the gas price remains very uncertain for 2025 due to the situation in the world and we as a board and manager continue to monitor this. As a board, we advise that everyone takes their own responsibility regarding advance heating costs. A rule of thumb could be that you determine the new advance by dividing the invoice (without advance) by 12 and use that as the new advance amount/month.

Elevator renovation and problems

There have been a remarkable number of problems with the elevators in recent weeks. Something you should not expect after a costly renovation. After a lot of email traffic and telephone calls, better communication has finally started with our lift installer Orona, which resulted in a meeting between the board and Orona operational management on January 31. It was not a pleasant conversation for either party, but ultimately agreements were made to improve communication and to provide more insight into the problems with the lifts. As for the communication between Orona and the VvE, we can conclude after a month that it has improved significantly. As a result, a letter holder has now been placed next to the elevators with information about the status of the lift and how to reach Orona. The board of the VvE is now also informed that a malfunction has been reported and this is also indicated in the same letter holder. We note that the low-rise elevators still show the expected teething problems after the renovation, such as doors that still need to be readjusted. In addition, the odd lift had a problem with a broken circuit board in the control panel, the cause seemed to be a spilled moisture. Orona expects that disruptions in low-rise buildings will decrease once the system is established.

Unfortunately, we have to conclude that the elevators in high-rise buildings experience more problems that have not been solved to date. The odd elevator in particular is broken down almost every day. Orona is present every day with renovation and service technicians and do everything possible to investigate and solve the problem. But even though many components and parts have already been replaced, the problems continue. According to the mechanics, something goes wrong with the door locking mechanisms. Orona has ordered new parts for this and installation is planned for next Tuesday. Something also seems to be going wrong in the shaft information line or sensors, a number of which have already been replaced. As a board we do not have the knowledge to judge whether Orona is handling this skillfully, for the time being they are given the benefit of the doubt. At the next AGM, the board will provide quotations for elevator maintenance by other parties, including Orona. The choice is then up to the members to make a decision.

Did you know that.....

A VvE (Association of Owners) incurs many common costs. These are what you call homeowners' association costs. You can always find out what these costs are in the deed of division and the model regulations. In general, you can say that the following costs are at least common

- Building and liability insurance
- If available: costs for the elevator
- Management costs for professional management
- (Major) maintenance. For example, painting and/or roof renovation
- Electricity costs for common facilities. What is common can be read in the division deed and the model regulations. Which model regulations applies is stated in the division deed.
(for Belvédèrebos model regulations 1992)
- the lighting in the basement boxes is 42V;
- the costs for this are shared by all owners;
- this is done because of the distance of the home cellar boxes are too large for connection your own meter;
- there are no electrical sockets. (This is to avoid discussions about consumption)

Contact Informatie

Apartment Owners

General failures

24/7 VvE Beheer

09:00-13:00 **085-060 38 39**

emergency number 085-060 38 39

info@247vvebeheer.nl

Sewerage

RRS 088 - 030 13 13



Tenants

For all failures

Heimstaden, every day

00:00 – 24:00 **085 - 0866039**

service@heimstaden.nl

(or online serviceportal)

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.

WALK-IN EVENING

Every 1st Monday of the month
from 19.30 to 21.00 hours
in the office of VvE

next one March 3, 2022

Submitted piece from a concerned resident



You have a YES/NO sticker on your mailbox, and yet they push the unaddressed advertising material into your mailbox. That's annoying to say the least! But no reason to leave it in the hall for someone who is willing to clean it up.

You're going to walk your dog, but unfortunately the elevator stops on so many floors that he can't hold it and leaves a small puddle in the elevator. That's annoying, but accidents happen! But when you clean it up, no one has to worry about it.

You go to work early in the morning before dawn and immediately take your garbage bag with you to dump in the container, but when you come downstairs the container is still closed! Going back upstairs is not an option because you will be late for work... That's annoying, but maybe you can put it in the storage room until you get back from work! Because leaving it alone is only fun for the pests and causes a lot of inconvenience for everyone.

You take your waste bag downstairs to dump it in the container, but you didn't notice that there was a hole in your waste bag. Only when you dump it in the container do you notice that you have lost half the contents along the way. That's annoying, but it can happen! Just walk back and clean it up! Small effort anyway.

You like to smoke a cigarette, but you are aware of the health risks inside your home, so you stand outside on your balcony to "blow some smoke". Better! but where do you put the butt? Put an ashtray on your balcony and don't throw your burning butt down. You never know where it will end up. You don't want to be the cause of a balcony fire or damage to other people's belongings.

You enjoy the birds you see flying around outside, parakeets, crows, wrens, owls or even a buzzard! You enjoy it so much that you decide to place some extra food for them on your own balcony. Beautiful!!! but the mice also love that and unfortunately, they do not only stay on your balcony, but then also start looking on other balconies and may find a place there to make a nest. Whoa!!! 6 more mice!! Annoying, right? Enjoy the birds, but there really is plenty to eat for these winged friends, they really don't need to be fed.

Addition from the board

As owners of a home and as a member of the Home Owners' Association (VvE) of our complex, we have a joint responsibility for maintenance, cleaning and safety of the complex. This is done by using external parties. These costs are paid for by all residents including tenants in the monthly contribution. The board also regularly receives comments about the behavior of residents. The submitted piece confirms that there are residents who consciously or unconsciously do not take fellow residents into account. We can only achieve pleasant living in the Belvédèrebos together.

How are you going to become more sustainable?

Step 1: Orientate

To start the sustainability process, the VvE (Home owners Association) can appoint a leader or even appoint a sustainability committee. If this is not possible, the VvE can choose to engage an external energy expert or sustainability coach.

Step 2: Explore

Under the guidance of the appointed people, and with a wish list in hand, the VvE explores sustainability options and maps out financial options.

Step 3: Deepen

The VvE makes a decision on the measures to be implemented. Work out different scenarios for this. For example, only installing energy-efficient lighting or also installing solar panels with extra roof insulation.

Step 4: Request and prepare quotations

Now that the program of requirements is known, the leader can request quotes. Make inquiries to find a reliable party and request references from the parties that the VvE has in mind.

Step 5: Preparing construction

Before construction begins, the leader applies for the previously identified subsidies. An exception is subsidies for energy advice and process guidance, which must be applied for afterwards.

Step 6: Execution and aftercare

During implementation, pay attention to whether the project plan is being adhered to and whether the implementation remains within the established budget. Communicate to the apartment owners about the progress of the project. When several sustainability measures are implemented, there is often a supervisor. In that case, the supervisor is the point of contact.

Source: <https://www.eigenhuis.nl/vve/vve-en-verduurzamen/vve-verduurzamen-in-zes-stappen> More info: <https://vveenergie.nl/stappenplan/>

Because the sustainability process is complex and takes a lot of time, the board is looking for volunteers who are willing to donate time in the coming years to start and supervise this process together with the board and the municipality of Zoetermeer. If you are interested, please send an email to info@vvebelvederebos.nl

As previously indicated, a subsidy from the Housing Fund is available that covers a substantial part of the costs of sustainability. However, this does not mean that you as an association do not incur any costs, on the contrary, the amounts involved are such that savings and a loan are necessary. To give an idea, other high-rise buildings in our district, such as Zalkerbos and Jonkerbos, have saved and also taken out a loan of more than 10 million euros to make their sustainability efforts.

Belvédèrebos Highrise versus Lowrise

The residential complex consists of two completely independent parts. Each part has its own utilities such as electricity, gas, water and heating. A failure of the hot water or heating in the high section therefore has no impact for the residents in the lower section.

High-rise – High part – Low numbers

Consists of 15 floors with 4 homes per floor and 10 floors with 6 homes per floor. A total of 120 homes with house numbers 2-121. In addition, on the ground floor below the 15-high part, there are three commercial spaces; house numbers 1b, 1c and 1d.

Low-rise – Low part – High numbers

Consists of 10 floors with 6 homes per floor and 8 floors with 8 homes per floor. A total of 124 homes with house numbers 122-246.

It is therefore important when reporting problems and faults to Heimstaden VZB Orona and RRS to clearly indicate in which part of the complex the problem/malfunction occurs.

