

## CONDITIONS HOUSING ALLOWANCE SERVICE

Housing allowance is a subsidy provided by the government to residents on a low income with a relative high rent. Holland2Stay will arrange the application with you. The amount of housing allowance that you will receive depends on your yearly gross income and the amount of savings that you have. In this document we explain about the conditions and requirements regarding the housing allowance and our price plan.

**In order to avoid disappointments, it is very important that you read this complete explanation and that you understand all of the content. Please ask for help if you do not understand all of this information completely.**

We will **assist** you with the application for the housing allowance. This means that **we will not completely take it over from you**. A successful application for housing allowance is only possible if you are aware of your responsibilities too. This means:

1. We assume that you understand everything in this document very well. If you do not understand (parts of) this document, it is your responsibility to ask for help.
2. You will upload all necessary documents and information that is needed in your personal profile in our website, of where you booked an accommodation with us.
3. Once we have all the information that we need from you, we will send the application by your name for the housing allowance to the government within 14 days.
4. You will personally receive the provisional decisions, definite decisions and other letters from government at the address where you are officially registered at.
5. The average time that the government needs to process the housing allowance application is 8 weeks. However, according to the Dutch laws, the government is allowed to use as much as 13 weeks to process the housing allowance application.
6. You need to upload all the letters from the government about the housing allowance within 5 days after receiving. The date on the letter from the government is leading in this matter.
7. As housing allowance is granted per calendar year, you need to inform us with accurate personal information and new estimations of income and savings if something changes in your situation for the upcoming calendar year.
8. The housing allowance will be paid by the government into your personal Dutch bank account.

If you meet all the conditions and requirements for the housing allowance, you can start the application through your personal account on our website of where you booked your accommodation. In this account you can click the button 'Housing allowance'. In this part you need to answer all questions and provide all necessary documents of proof. As long as the information is incomplete in this part of your personal account, the application for housing allowance cannot be done. Unfortunately exceptions are not possible so please make sure you filled in all needed details.

We will check the information and documents provided by you before we send the application. However, it is your own responsibility that the information we have is complete, accurate and true.

## PRICE PLAN HOUSING ALLOWANCE SERVICE

We offer you two housing allowance plans:

	ONE TIME HOUSING ALLOWANCE APPLICATION	FULL SERVICE HOUSING ALLOWANCE PLAN
	<b>€150,- one-time fee</b>	<b>€19,- per month</b>
<b>APPLICATION HOUSING ALLOWANCE</b>	Included	Included
<b>1ST APPEAL IF PROBLEMS ARISE</b>	Included	Included
<b>2ND AND FURTHER APPEALS</b>	€ 90,75	Included
<b>MODIFICATION TO OTHER H2S ADDRESS</b>	€ 60,50	Included
<b>MODIFICATION HOUSEHOLD COMPOSITION</b>	€ 60,50	Included
<b>ADJUSTMENT GROSS INCOME FOLLOWING YEARS</b>	€ 30,25	Included
<b>CANCEL YOUR HOUSING ALLOWANCE</b>	€ 30,25	Included

Please note:

- In order to apply for the full service plan, you must have a contract of a minimum of one year.
- The plan will have the same duration as your stay in your Holland2Stay residence.
- Cancellation of your subscription is therefore not possible during the term of the lease of your Holland2Stay property.
- The minimum total charge is €175 for the full service plan. In the event that your rental agreement is terminated before your total paid subscription fee has reached the amount of € 175, a final amount will be charged in order to make the total paid subscription fee exactly € 175.
- Modifications can only be done at your explicit request, which must be accompanied by all required information and documents.

## REQUIREMENTS FOR HOUSING ALLOWANCE

**For 2017 you have to meet the following conditions in order to qualify for housing allowance:**

- You have a **legal residence status** in The Netherlands.
- You are **officially registered in the City Hall** of the city where you are renting your accommodation.  
Housing allowance is only granted for complete calendar months. Therefore, it is important that you are officially registered on the accommodation address from the beginning of the month. This means you need to go to city hall in the **beginning of the month** because registration from a date in the past is not possible.
- Your savings and private assets may not exceed a value of EUR 25.000,- (per person)

- Your gross annual income is less than EUR 22.200,- if you live alone or: the collective gross annual income is lower than EUR 30.150,- if you live together.
- If you are 23 years or older, the maximum (basic) rent is EUR 710,68.  
Regarding the maximum rent: the Tax Services calculates using the basic rent (including VAT) and service fees. This is the amount excluding the supplies & services. All amounts are specified on pages 3 and 4 of the rental agreement.
- If you are younger than 23 years old, the maximum (basic) rent is EUR 414,04  
Regarding the maximum rent: the Tax Services calculates using the basic rent (including VAT) and service fees. This is the amount excluding the supplies & services. All amounts are specified on pages 3 and 4 of the rental agreement.
- You have a valid **Dutch bank account**. Housing allowance will only be paid to Dutch bank accounts that are registered in the name of the housing allowance applicant (your name). In order to receive all the rent allowance that you are entitled to, you need to keep the Dutch bank account until all payments are done to this bank account. In some situations this means that you need to keep the Dutch bank account for a few more months after you have left the Netherlands already.
- You have a **valid BSN number** (citizens services number from Dutch government). You will receive an BSN number in a letter from city hall approx. 1 week after you have registered at the accommodation address for a period of at least 9 months. If you stay less than 9 months, please see the website of the [Tax Office](#) for more information about it.

Please note that housing allowance is granted per one calendar year. This means that for each (part of a) calendar year that you live in the residence, you will receive a separate decision from the government. This also means that you have to meet the above mentioned conditions per calendar year.

Please notify us as soon as possible if there is a change in your situation during the time that you live with us, in a way you no longer meet all the above mentioned conditions. In that case we have to stop the housing allowance payments from the government in time to avoid receiving too much housing allowance by you. Overpayment of housing allowance will be claimed back by the government later on and you need to repay this.

**Holland2Stay will not refund any fees that you have already paid for our housing allowance service. So please make sure you are eligible to request housing allowance and you fully meet the above stated requirements.**

**Holland2Stay cannot be held responsible for a negative outcome of the application. Should the government turn down your request for housing allowance, we can't change this decision. We can help you to file an objection against the decision of the Tax Office, but this does not guarantee that you will actually get the allowance.**