

Process regarding the housing allowance application:

1. Start your application with the housing allowance application form in your personal account on our website. After logging in, enter 'My account' and click on 'Housing allowance' in the menu on the left side.
2. Holland2stay will check the information and the uploaded supporting documents provided by you. If this is all approved, Holland2Stay will send the application to government (Tax Office). Applications will be sent to the Tax Office between 15th and 25th of every month.
3. Apply for a DigiD username and password online. Please see [here](#) on how to apply for DigiD.
4. The Tax Office takes 8 to 13 weeks to process the housing allowance application. Once the allowance is processed, you will receive a provisional decision of the housing allowance by post or by MijnOverheid*. Upload this letter to us through your personal account on our website. After logging in, enter 'My account' and click on 'Housing allowance' in the menu on the left side. Within 5 working days after you will Upload copies of all mail and rulings from the Allowances Service and from the Tax Authorities to us within 5 working days after receiving them. This can be done through your personal account on our website.



Belastingdienst Toeslagen



*MijnOverheid – going digital

The government is renewing their process and more often work online. In MijnOverheid you can receive and keep your mail from the government electronically. This is of course to save paper, but also to speed up the process. To make use of MijnOverheid, visit www.mijn.overheid.nl and register by DigiD for an account to receive notifications of new mail.

5. Six weeks after you have started your rent allowance application with us, you need to provide your Dutch IBAN bank account number to the Tax Office in order to receive the allowance on your personal Dutch bank account. Please see [this](#) guide on how to provide this. In case it is not yet possible to provide your bank account number online, wait until you have received our reply on your upload of the provisional decision letter.

6. Within 3 weeks after you have provided your IBAN bank account number to the Tax Office, they will send you a letter about this by post or by MijnOverheid*. This can be a confirmation explaining they will use your bank account from now on or a letter to ask you to provide documents proving the bank account is yours. In case you need to send a proof, please contact us for help.

7. After your provisional decision is ready, the housing allowance is granted and when the bank account is confirmed, you will receive the first payment within 10 working days. From then on you will receive the rent allowance around the 20th of every month. You will receive the rent allowance in your **own Dutch** bank account. Within 5 working days after receiving the allowance in your bank account you need to inform us about the amount of the payment. Do this by filling the amounts of the payment, including a specification of the amount received in the dedicated boxes in your personal account on our website.

Please note

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.