



HOUSING ALLOWANCE SERVICE

INFORMATION 2020

HOLLAND2STAY.COM

OUR HOUSING ALLOWANCE SERVICE

We are happy to take care of your housing allowance application in exchange for an application fee, provided that you meet the requirements and have successfully signed for a home at Holland2Stay. With our service you will not only save time, but also experience a hassle-free process for the housing allowance.

This service can be purchased through your online account. Simply head over to the **H2S Store** in your online Holland2Stay account and choose your plan. Be sure to read the terms and requirements carefully before purchasing.

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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 the content. Please ask for help when you do not understand this information completely.

If you choose this service, 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.
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. 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.
7. 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 two housing allowance plans:

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

Please note:

- In order to apply, you must have a contract of at least 9 months.
- 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 2020, you will 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 30.846,- (per person)
- Your gross annual income is less than EUR 22.700,- if you live alone, or the collective gross annual income is lower than EUR 30.825,- if you live together.
- You are 23 years or older and the maximum (basic) rent is EUR 737,14.
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 432,51
- 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 must 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 of 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 would 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.

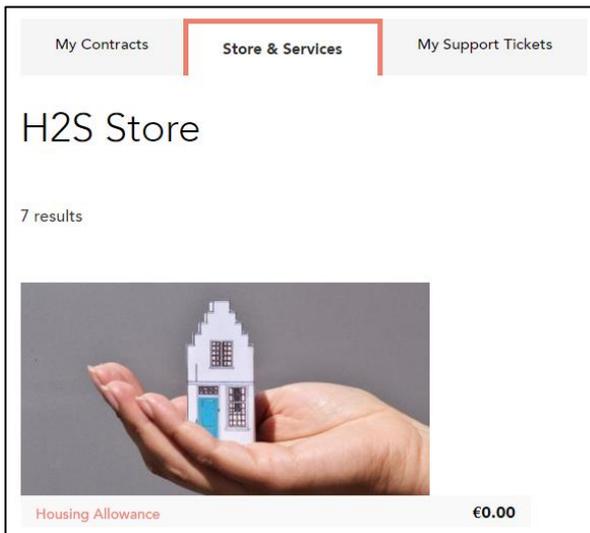
Holland2Stay cannot be held responsible for a negative outcome of the application. Should the government turn down your request for housing allowance, we can't change this decision. We do can help you to file an objection against the decision of the Tax Office, but this does not guarantee that you will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

HOW-TO APPLY FOR HOUSING ALLOWANCE THROUGH HOLLAND2STAY

Ready to apply for our housing allowance service? Let's guide you through on how to purchase the service with these easy steps below!

TIP: Before purchasing the service, carefully go through the conditions to check your eligibility.

1. Log into your Holland2Stay account on Holland2Stay.com
2. Head over to Store & Services in the menu and choose Housing Allowance



3. Choose your plan (A or B) and select your contract.

The screenshot shows a purchase form for the Housing Allowance service. At the top, the price is listed as 'Price €0.00'. Below this, there is a section titled 'Choose your plan *' with a dropdown menu showing '-- Please Select --'. Underneath, there is another dropdown menu labeled 'Select Contract'. A checkbox is present with the text: 'I hereby confirm that I have read and understood the terms and conditions regarding the Housing Allowance service.' At the bottom of the form, there is a red button labeled 'BUY NOW'.

When you have chosen Plan B: we will send you further steps by email after your order. Keep a close eye on your mailbox!

Have you chosen Plan A? Once the payment for this plan is completed, you can upload the necessary documents in the section My Contracts.

The screenshot shows the 'My Contracts' section of the user interface. On the left, there is a sidebar menu with the following items: 'My Contracts' (highlighted), 'H2S Services', 'H2S Store', 'Orders / Invoices', 'Billing Information', 'Online Payments', and 'Email Subscriptions'. The main content area is titled 'My Contracts' and contains a table with the following columns: 'ID #', 'Rental Unit', 'Status', 'Tenant Info', and 'Actions'. The table has one row with a blacked-out ID and Rental Unit, and the following text in the Tenant Info column: 'Your Info | Upload housing allowance documents'. The Actions column contains a red link labeled 'Terminate'.

HOUSING ALLOWANCE APPLICATION: NECESSARY DOCUMENTS

Housing allowance is a subsidy provided by the government and requires details such as identity and income to be supported by official documents. In this part we explain which documents you will need to process your application for housing allowance smoothly.

Important

In order to qualify for housing allowance, your gross annual income may not exceed EUR 22.700,- and your savings may not exceed EUR 30.825,- in any case when living alone.

If you meet the above-mentioned condition, you can accompany your application for the housing allowance with the mentioned information below.

Please keep in mind, you will need to upload all the supporting documents for the housing allowance in your online Holland2Stay account. Only complete applications including all supporting documents will be processed.

When uploading:

- All supporting documents must be properly legible and complete. We can't accept bad readable scans or scans showing only a part of the supporting document.
- Please only upload documents with a file size of below 2 MB.
- Please read the explanations carefully to avoid documents being rejected. If one of the requested documents contains more than one page, you will have to upload the different pages into one file.

Type of documents:

- **Yearly gross income**
By income we only mean income from employment or (social) benefits, and excluding any income that is received from parents, scholarships or other gifts. 'Gross' means the amount mentioned on the salary slip before deduction of the wage tax. 'Yearly' mean the total income throughout the current year.
- **Saving amount per January 1, 2020**
We will need the information of your saving amount per 01-01-2020, to make sure that you don't exceed the maximum amount in order to qualify.
- **Passport copy**
We only need a copy of the page with your photo and details. This means we do not need all pages. In case you do not have a passport, a European ID-card is also accepted. When uploading a copy of the European ID-card, we need the front and backside in one file.
- **Residence permit (if applicable)**
The front and back side are needed.
- **Bank statement**
We need a bank statement for the date of the 1st of January of the current year. We need it only for this day. This means we do not need it from other days, months or periods. If you do not have bank statements, a print screen from internet banking is also accepted.
 - If you were not staying in the Netherlands on the 1st of January of the current year, we need the bank statement or print from internet banking from your bank account in your

country. When the amount is not in Euro, please write the approximate amount in Euro handwritten next to the amount of the other currency.

- If you did not have a bank account on the 1st of January of the current year, we need your written statement indicating your savings at the 1st of January of the current year. This written statement needs to contain your signature.

- **Salary slip or declaration letter of income**

- When you are working at the moment, send your most recent salary slip. Write the starting date of the employment handwritten on the salary slip. In case your employment is about to end, also write the ending date of the employment handwritten on the salary slip.
- When you are receiving social benefits, you must send your most recent payment specification. Write the starting date of the social benefit handwritten on the payment specification. In case your social benefit is about to end, also write the ending date of the social benefit handwritten on the payment specification.
- When you are receiving a scholarship, financial support from your parents or other gifts, write a declaration letter to specify the amounts you receive in this matter (per calendar year). This declaration letter needs to contain your signature. Scan this letter together with the proof of enrolment of your university, so you can upload it all together.

- **Proof of BSN number**

This would be a document(s) that you have received from the municipality (Gemeente) that contains your BSN number and shows the date of your official registration as a resident of the residence rented. Both items are often listed on the "Persoonslijst" that is sent to you with a letter approximately 5 days after you registered. Other documents that proof the same are also accepted though.

FINALIZING THE HOUSING ALLOWANCE APPLICATION

After the application has been submitted, there are some tasks left for you to finalize the housing allowance application.

These are the three things that you need to do to make sure you will receive all the information and money from the tax office.

1. Apply for the DigiD code online (see page 10)
2. Provide IBAN bank account number online via 'mijntoeslagen' (see page 11)
3. Activate your government account (12)

Please see the next following pages for explanation of these documents.

HOW-TO APPLY FOR DIGID CODE ONLINE

1. Go to this website: <https://digid.nl/aanvragen>
2. You need to put your BSN number in the field “Burgerservicenummer”
3. You need to put your date of birth in the field “Geboortedatum” in the format DD MM YYYY
4. You need to put the zip code in the field “Postcode” (*If you don't know, the zipcode is mentioned behind the streetname + house number in your rental agreement*)
5. You need to put your studio number in the field “Huisnummer en toevoeging”
*For example, if you live in studio 77-39, you put 77 in the first field and 39 in the second field.
Or, if you live in studio 228 K, you put 228 in the first field and K in the second field.*
6. Then click “Volgende”.
7. Now choose the option “Nee, ik wil **geen** gebruik maken van extra controle via sms”.
8. Then click “Volgende”.
9. Now choose a username and put it in the field “gebruikersnaam”:
Capital sensitive, must be between 6 and 32 characters.
NOTE DOWN your username as you will need it again a week later!
10. Then choose a password and put it in the fields “wachtwoord” and “herhaal wachtwoord”:
Capital sensitive, must be between 8 and 32 characters. There must be at least: 1 small letter (a-z), 1 capital letter (A-Z), 1 number (0-9) and one punctuation mark (!@#&)*
NOTE DOWN your password as you will need it again a week later!
11. Then put your email address in the field “E-mailadres”
12. Then check the box in front of the sentence “Ik accepteer de gebruikersvoorwaarden”
13. Then click “Volgende”.

You will now receive an email in the mailbox that you just provided with a code that you need to put in the next screen. Once you put this code and confirm the first part of the application is done.

Now, within 5 working days you will receive a letter from DigiD with an activation code.

Once you have this you go to the following website: <https://digid.nl/activeren>

There, fill in your username and password and click “inloggen”.

In the next screen you can enter the activation code and confirm.

The next screen is an overview of your information.

DigiD is now activated and working. And you can close the website.

You can now also monitor your own rent allowance application / view your housing allowance details / provide or change your bank account information / stop your housing allowance via this link:

<https://mijn.toeslagen.nl/default.aspx>

Please make sure that you remember or save your password as you would need to use it in the future.

HOW-TO PROVIDE IBAN BANK ACCOUNT NUMBER ONLINE VIA 'MIJNTOESLAGEN'

1. Log on to
https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/privetoeslagen/inloggen_op_mijn_toeslagen

2. Press this button:



3. Type your username behind "gebruikersnaam"
4. Type your password behind "wachtwoord"
5. Click on "inloggen"
6. You now arrive in the "Home" page.
7. At the middle column, below the header "Wijziging doorgeven" you click on "Administratie".
8. A few new options open below the word "Administratie".
9. You need to click on "ik heb een ander rekeningnummer".
10. In the new screen you need to click on "Ga verder"
11. Now in the field behind "IBAN (rekeningnummer)" you provide your IBAN bank account number. Behind "Op naam van" you provide your initials and (family) name.
12. Then you click on "Akkoord".
13. In the next overview screen you click on "Akkoord" again.
14. In the next screen you click on "ondertekenen en verzenden".
15. The information is now sent to the Tax Office.
16. If you wish to open a PDF file that you can save for your own reference, you click on "overzicht opslaan en afdrukken".
17. If you do not wish to open the pdf file, you click "afsluiten".

ACTIVATE MY GOVERNMENT ACCOUNT

1. Log on to
<https://mijn.overheid.nl/>
2. Press “Activeren”, see image below:



3. Log in with your digiD.
4. Type your username behind “gebruikersnaam”
5. Type your password behind “wachtwoord”
6. Click on “inloggen”
7. Click on “ja ik ga akkoord”
8. Click on “Ga verder naar mijn overheid”
9. Pop-up: click on “Ja”
10. Type your name behind “naam”
11. Type your email address behind “emailadres”
12. Now you will receive an email with the verification code.
13. Copy the code
14. Paste this behind “verificatiecode”
15. Click on “verifiëren”