

## FAQ: Settlement of advances for, a.o. gas / water / electricity

Once a year you will receive a settlement for all costs for which you have paid advances. You will receive this statement within 6 months after the end of the calendar year.

### ***Why is this settlement so late?***

Only after the end of the entire calendar year can we determine how much the annual costs were and how large everyone's share of those costs was.

So be aware that if e.g. you leave a room in February, you will still receive the settlement invoice in the following year between January and July. You then will receive a refund or you will have to pay extra.

### ***Can't you settle my bill with my deposit?***

No, we cannot do this ourselves. Your deposit refund (final settlement of rent) will take place within 6 weeks after leaving the room. In the worst case, service costs can still be settled 17 months later.

We can balance your settlement of service cost with your deposit, only at the request of the resident.

Contact our debtor administration (via [administratie@villex.nl](mailto:administratie@villex.nl)) if you want us to balance your invoices.

### ***There are no meters in my room, how do you determine my share of the costs?***

We settle electricity, water and any other service costs (such as cleaning or plus package) based on the number of days your contract lasted (we call these key days).

We add up all days that all rooms could be rented (whether they were occupied or not) and that is the total number of key days.

Your key days, divided by the total number of key days, yields a percentage. We multiply this by the costs. This is your share of the total costs.

We settle gas / heating costs in 2 parts. For the fixed part of the heating costs, we take 35% of the gas bill. We settle these cost in the same way as the electricity (see above).

For the variable part of the heating costs, we take 65% of the gas bill. We distribute these among the residents and the vacant spaces, taking into account the period that people lived there and the surface area of your room. After all, heating costs are lower in summer than in winter, and someone who lives in a small space should contribute less than someone who lives in a large room.

We calculate this by using so-called degree days. Degree days are recorded nationally, and give a value to each day (indoor temperature relative to outdoor temperature). A winter day has a higher value than a summer day, as heating cost in the winter are higher than in the summer. We multiply these degree days by the surface area of your room, which yields your degree surface. We calculate this for all residents and vacant periods.

Your degree surface, divided by the total degree surface, yields a percentage.

We multiply this by the costs. This is your share of the total costs.

### ***There are meters in my room, how do you determine my share of the costs?***

The calculation of the variable part of the gas bill (65%) is now calculated based on your meter readings. We read the meter readings per meter twice a month and therefore know your total meter reading. We do this for everyone and therefore know the total meter readings.

Your meter reading, divided by all meter readings together, yields a percentage. We multiply this by the costs. This is your share of the total costs.

All other costs (fixed part of gas 35%, electricity, water and other costs) are calculated on the basis of key days, see explanation above.

**Why do you charge administration costs?**

Villex pays all suppliers in advance and Villex must keep a detailed administration. This takes time, manpower and money. We pass on some of these costs to the residents, at the settlement.

**How many administration costs do you charge?**

According to the regulations \*) we can charge 2% administration costs for heating costs and 5% for all other costs, but at least € 7,50 per settable unit per year.

**I get a refund, when will I receive it?**

Refund of overpaid advances will be made within 4 weeks after you have received the statement. We have stated your bank account number as registered in the administration.

- Is this number no longer correct? Then report it as soon as possible via [administratie@villex.nl](mailto:administratie@villex.nl).
- Is your number not filled in? Then we do not have any bank details from you. You then must provide your IBAN number to us. You can do this via [administratie@villex.nl](mailto:administratie@villex.nl).
- Do you still have debts with Villex? Then we will not pay the refund, or we will settle your debts with the refund.

**What should you do if you disagree with the statement?**

If you have substantive questions about your settlement, please ask them immediately, preferably by email via [administratie@villex.nl](mailto:administratie@villex.nl).

If you still object after the explanation given, you must make this known in writing, by sending an email to [administratie@villex.nl](mailto:administratie@villex.nl).

Do this on time! So don't wait until you get reminders.

You can only file an objection by responding substantively, so indicate what your objection is and why you do not agree with it.

**Dealing with energy in a collective building**

The total energy bill is shared among all residents.

Together you can ensure that the energy bill remains affordable.

So be conscious with energy:

- do not leave lights on unnecessarily,
- shut off the radiator when you are not present,
- do not place large objects in front of the radiators,
- report it when taps leak,
- make sure that a toilet cistern does not continue to flow

Collective buildings are often large spaces that are not energy efficient. Sometimes the costs of gas and electricity for a collective building are so high that the costs for the residents would become too high. The residents then only pay a contribution. The additional costs must then be bared by Villex. The residents will then not receive a settlement.

If Villex notices that there are extremely high costs due to the abuse of gas, water or electricity, she will recover the extra costs from the residents.

**Do I have any influence on the other costs?**

Yes. Your own use of gas, water and light contributes to the amount of the total bill and thus you also influence your share of the costs. But also your way of keeping the property clean influences the total costs. The extra unnecessary costs that Villex has to incur, in order to keep the entire building liveable (e.g. clearing fire lanes from rubbish, removing shopping carts, removing rubbish around the building) are recovered from all residents. Together you can ensure that costs are lower. Villex does not earn any money on this, because overpaid advances are refunded to the residents.

\*) Beleidsboek Nutsvoorzieningen en servicekosten, Huurcommissie