



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

Why can it take longer before I receive the settlement?

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

Only at the end of the entire calendar year, we can determine how much the annual costs actually were and how large everyone's share in those costs was. So keep in mind that if you leave a room in February, for example, you will receive the settlement the following year between January and July. You then will receive a refund or you will have to pay extra.

What is the difference between contributions and advances?

For some service costs you pay advances, for other costs you pay contributions. Advances are settled against the actual costs, contributions are not settled.

Contributions are not settled for various reasons:

- The differences between actual costs and contributions are very small (internet, insurance, etc)
- The costs are not completed per year timely (municipal taxes are sometimes invoiced to us a year later)

Can you settle my bill with my deposit?

Your deposit is paid back to you, within 6-8 weeks after termination of your contract. The settlement of service cost can (in the extreme case) follow 17 months after termination of your contract. If you still have outstanding bills at the time of paying your deposit, we will settle your bills with the deposit. But you need to pay your invoice settlement service cost timely, which is within 14 days. Payment in instalments is possible. Contact us by mail at financieel@gapph.nl if you want to ask for payment in instalments.

There are no meters in my room. How do you determine my share of the costs?

We charge 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 the days that all rooms could be rented out (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 two 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).

We take 65% of the gas bill for the variable part of the heating costs. We divide this over the tenants and the vacant spaces, taking into account the period that you lived there and the surface area of your room. After all, you use less in the summer than in the winter and someone who lives in a small room 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 provide a value to each day (indoor temperature compared 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 tenants and for the periods that rooms were vacant.

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 calculated on the basis of your meter readings. The meter readings are read remotely by an external party that supplies and maintains the cabinets. We receive reports of everyone's personal meter readings.

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

All other costs (fixed part gas 35%, electricity, water and other costs) are calculated on the basis of key days. We add up all the days that all rooms could be rented out (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 other costs.

Why do you charge administration costs?

We pay all suppliers in advance, and must keep detailed records, draw up statements and collect the statements. This takes time, labor and money. We pass on part of these costs to the tenants when settling service costs.

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.

*Policy book Utilities and service costs, Rental Committee

I get a refund. When will I receive it?

If you have authorized us to collect from your account, we can also refund the overpaid advances to you. This will happen within 4 weeks.

Do you still have outstanding bills? Then we will not pay the refund, or we will settle your outstanding bills with the refund.

If we do not have an authorization on your bank account, we cannot pay it to you. Your IBAN is then not known to us. You can then settle the amount with your next payment yourself, or you can provide us with your IBAN in order to receive the refund.



Do I have any influence on the costs?

Yes. Your personal use of gas, water and electricity contributes to the amount of the total bill and you therefore influence your share of the costs, but also the share that your fellow tenants pay.

The total bill for energy is divided among all residents. Together you can ensure that the energy bill remains affordable.

Tips for consciously dealing with energy:

- do not let light burn unnecessarily
- turn off the radiator when you are not present
- limit the duration of showering
- do not place large objects in front of the radiators
- pass it on if faucets leak
- make sure that a cistern of a toilet does not continue to flow

Your way of keeping the building clean also affects the total costs. The extra costs we have to incur to keep the entire building livable (eg clearing fire lanes from rubbish, removing shopping carts, removing rubbish around the building) will be charged to all residents. Together you can ensure that costs are lower.

I do not agree with the bill or have questions about it. What can I do?

If you have any substantive questions about your settlement, please ask them directly by email via financieel@gapph.nl.

If you still have an objection after the explanation has been given, you must make this known in writing. You can also do this by sending an email to financieel@gapph.nl. Do this on time and do not wait until you receive reminders.

You can only submit an objection by responding substantively: indicate what your objection is and why you do not agree with it. Always state your customer number, which you'll find on the invoice.