

RESIDENTIAL HOUSING LETTING PROTOCOL

Effective date: 1 January 2024

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The Good Landlordship Act prescribes rules for good landlordship. These rules include preventing and combating discrimination and intimidation in residential housing letting. This means, among other things, that Vastned refrains from any form of unjustified distinction when selecting tenants. Vastned must also refrain from any form of intimidation in its communication with its tenants and prospective tenants.

Vastned has, supplementary to its Code of Conduct, drawn up a Residential Housing Letting Protocol. This protocol should ensure that Vastned acts in accordance with these rules of good landlordship.

Vastned applies a clear and transparent selection procedure and uses objective selection criteria for the properties it offers for rent.

This means that, in principle, Vastned only requires the following information from prospective tenants:

- Full name (first names and surname)
- Current address
- Place and date of birth
- Phone number
- Email address
- Copy of proof of identity (from which certain information may be masked out)
- Nationality and, if the prospective tenant is not Dutch, a copy of their residence permit on the basis of which they legally reside in the Netherlands
- Size of household: the number of adult persons, and possibly the number of children living as part of the household, who run or intend to run a joint household on a long-term basis
- Total monthly gross income
- Copy of three recent proofs of income (such as salary slips, state pension slips, pension slips)
- Copy of recent bank statement (in case of employment, showing a salary transfer; other payments may be redacted)
- Copy of bank card
- Employer's statement (in case of employment, stating a fixed telephone number)
- Copy of recent extract from the Commercial Register (if self-employed)
- Copy of income tax return for the past 2 years (if self-employed)
- Amount of current rent
- Landlord's reference and/or
- The information necessary to determine whether the prospective tenant or tenants are eligible for a housing permit (if obtaining one is required in the municipality where the property is located)

Vastned may not and will not require prospective tenants to provide information on:

- Ethnic or cultural background
- Religious identity
- Political affiliation

- Sexual orientation
- Gender identity and expression and/or
- Physical or mental health

Vastned distinguishes between prospective tenants only if there is an objective justification for doing so. This means that the distinction should serve a legitimate purpose and that Vastned uses it in an appropriate and proportionate manner. For instance, when allocating residential properties, Vastned applies an appropriate and reasonable income test so that the tenant should in principle be able to meet its rent payment obligations.

Vastned also considers it important to have an appropriate occupant composition for each property. This is to prevent nuisance and damage, but also, for example, to prevent over occupation of its properties and to ensure that the occupant composition is appropriate in the neighbourhood and/or complex in which the property is located. Therefore, when allocating, Vastned will take into account the occupant composition per property and will, for example, in principle allocate a single-family dwelling to a single-family household and a single-person dwelling to a single-person household.

Vastned uses local estate agents in its public offering of available properties for rent. These estate agents act for their own account and in their own name. They draw up the advertisement for the property to be let, publish the advertisement and then make an initial selection for Vastned of prospective tenants who have applied and could be eligible to rent the property. This selection made by the agents is passed on to Vastned, after which Vastned chooses the candidate who may rent the property from the candidates selected by the real estate agents.

Vastned assumes that the real estate agents it engages will also adhere to the rules of good landlordship in their work, thus preventing any form of housing discrimination. However, Vastned bears no responsibility for the actions of the agents it engages and excludes any liability therefor.

For questions about, comments on or complaints about this Residential Housing Letting Protocol, please contact Vastned's property management team on telephone number +31 20 24 24 300 or at beheer@vastned.com.

Where reference is made in this Protocol to 'Vastned' when letting residential property, this refers exclusively to Vastned Retail Nederland B.V., Vastned Retail Monumenten B.V. and MH Real Estate B.V.

This Residential Housing Letting Protocol is applicable from 1 January 2024.