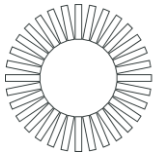


The overview below provides a brief explanation for each service charge component.

Service charge component	Explanation
Electricity (common)	The use of electricity in the common area(s), for example for lighting and elevator(s). The costs are divided proportionally over the number of living spaces.
Water (common)	Water consumption in the common area(s). The costs are divided proportionally over the number of living spaces.
Heating (common)	The consumption of gas or other form of energy in the common area(s). The costs are divided proportionally over the number of living spaces.
Heating (individual)	The heating costs for gas or any other form of energy. This includes the cost of movable consumption meters and the costs incurred by a metering company.
Electricity (individual)	Electricity consumption in the living area.
Water (individual)	Water consumption in the living area.
Waste disposal	Applicable if landlord provides a waste container.
Complex Manager	A complex manager performs work in the areas of cleaning, maintenance, repair, education, supervision and monitoring. The complex caretaker performs work that is of interest to both the tenants and the landlord. Therefore, 70% is charged to the tenants and 30% to the landlord.
Internet	The cost of the internet subscription.
Home contents insurance	Applicable if the property is equipped with furniture. The furniture placed by the landlord is insured.
Glass Insurance	Insurance of the glass in the outer shell of the building and the glass in the common room(s).
Window cleaning	The cost of window washing the windows accessible by the tenant. The costs of making the windows accessible shall be borne by the lessor (cherry picker). The labour costs for window cleaning shall be borne by the tenant.
Cleaning of common areas	Cleaning of common area(s).
Pest Control	Pest control is a minor repair that the tenant must perform unless it is due to a structural situation. If the landlord performs this work or has it performed, the cost may be passed on to the tenant.
Garden Maintenance	Garden maintenance is a minor repair that the tenant must perform. If the landlord performs this work or has it performed, the cost may be passed on to the tenant.
Lease hardware lines and hardware	Movable electronic equipment to capture and transmit the signal.
Minor repairs (Common area(s))	In some cases, the landlord does not settle the actual costs with the tenant, but parties agree



	to establish a fund. These are relatively low costs that are difficult to allocate to a single housing unit. In the case of a fund, a low monthly amount is charged to create a buffer that can be used if is needed.
Management of common areas	Replacing light bulbs is a minor repair that the tenant must perform. If the landlord performs this work or has it performed, the cost may be passed on to the tenant.
Sewer unblocking contract	Cleaning and unclogging pipes and drains is a minor repair that the tenant must perform. If the landlord performs this work or has it performed, the cost may be passed on to the tenant.
Administration fee	For all administrative actions taken to arrive at a service charge settlement, the landlord may charge administration costs to the tenant. On the heat supply (gas, oil or another fuel) the maximum permitted fee is 2%. If the landlord outsources the measurement and distribution of these costs, the maximum fee is 1%. On all other cost items, the fee is a maximum of 5%. The minimum amount of administration costs is € 7,50 per settlement per living accommodation.
Mailbox service for receiving and sending mail items	Unlimited use of on-site mailbox service exclusively for use by tenants of the property. Mailboxes can be used to receive and send mail and packages. Postage must be paid by tenant.
Maintenance/replacement of furnishings/furnishings general facilities	If there are common area(s) in the complex, maintenance/replacement of movable property will be charged to the tenant.
Other services	Other services where 70% or more of tenants agree to add them to the service.