

De Eerste Kamer and Residents' Committees



What is the difference between a tenants' organisation, residents' committee and student representatives?

In short, the biggest difference between a tenants' organisation and a residents' committee (RC) is the size of the group it represents. An RC represents the tenants of a specific complex. The tenants' organisation represents all the tenants of the housing corporation and therefore has a stronger voice. They represent more tenants than just the tenants of a specific complex and consequently have other rights. For example, the tenants' organisation may give advice on the general policy of the housing corporation and the housing corporation is required to provide an official response within a statutory period. The rights and obligations of tenants' organisations and residents' committees are established in the [Consultation Act](#).

Tenants' organisations and residents' committees operate at the level of residents' participation, in contrast to student management, which provides all kinds of services on behalf of the tenants and is the first point of contact for both the tenant and DUWO. This means that the final responsibility lies with Social Management of DUWO. Student managers hold welcome meetings with new tenants and provide information about the building, fire safety and house rules.

What can the tenants' organisation do for the residents' committee?

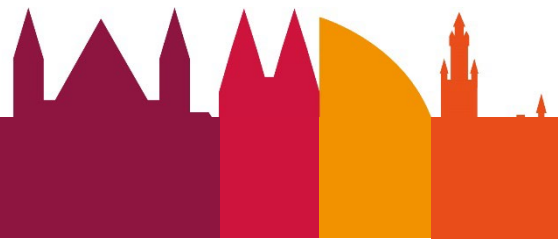
Because the tenants' organisation has a different legal position, it has more and easier access to the housing corporation. According to the Consultation Act, a tenants' association has the right to information and advice on policy changes and the right to consultation, such as consultations between the municipality, DUWO and other stakeholders about housing. It also mediates in the event of complaints between a tenant and DUWO. This means that we have close ties with DUWO and we are in contact with many of its employees. For example, we hold consultations with the branch director of DUWO in Leiden at least 4 times a year. A variety of issues are discussed here. Both DUWO and De Eerste Kamer can raise issues that need to be discussed.

In addition, we regularly consult with Social Management, because problems can be solved quickest on the .practical level. Since De Eerste Kamer has several lines of communication, it can easily pick up problems if no suitable solution can be found in the first instance. When such problems occur in several buildings, De Eerste Kamer can identify them and join forces. Together we are stronger.

What can the residents' committee do for the tenants' organisation?

De Eerste Kamer strives to maintain good ties with the residents' committees, because they are the ears and eyes of a complex and problems that play a role in the complex can be identified faster when working together as the tenants' organization with the RC.

However, if the problems, which occur in a specific building, are not solved, De Eerste Kamer can offer a helping hand, because we can address these problems to the management of DUWO. If, as already mentioned, such problems occur in several buildings (or even in several cities), De Eerste Kamer can join forces and we can put more and more pressure on DUWO to resolve matters.



What does the Tenants' Association De Eerste Kamer do for the residents' committees?

De Eerste Kamer is still a young association and does not yet have contact with all the residents' committees. Once this network has been built up, De Eerste Kamer intends to organise information evenings for the residents' committees, provided there is a need for this. The purpose of these evenings is to organise an introduction to the residents' committees in The Hague and to give them a brief explanation of the legal rights and obligations of the residents' committee. Just as in the student committee of De Eerste Kamer, the succession of board members can be high within an residents' committee. This evening can contribute to the continuity of the committee. This evening is also a good time to get to know the other occupants' committees, exchange experiences and for De Eerste Kamer to make an inventory of the problems that arise at that time.

Should there be a need for contact with or advice from us, you can contact us at any time via info@de-eerste-kamer.nl. In the end, we both pursue the same goal!

