

Most tenants are happy with their landlord

Are your tenants happy?

The Landlords (Good Practices) Act provides clarity about what's allowed and what's not allowed



The maximum deposit you can charge is two months' basic rent*



You can only charge service costs that you actually incur and you must send the tenant an overview of these costs each year



If you work with a rental agency, you must pay the mediation fees, not your tenant



The tenancy agreement must be in writing*



You must share important information with your tenants in writing. This includes information about their rights and obligations



If you are required to have a rental permit, apply to the municipality for one



Even if you are not satisfied with your tenant, you cannot intimidate them or discriminate against them



You have a clear procedure that prevents conscious and unconscious discrimination



Upon conclusion of a new tenancy agreement, you must provide the tenant with a calculation of the number of points applicable to the accommodation**



You may not ask more than the maximum basic rental price for accommodation up to 186 points***

If you rent out accommodation to migrant workers, additional rules apply:



The tenancy agreement cannot be linked to an employment contract*



You must share information with these tenants in a language they understand. This includes information about their rights and obligations as tenants

* This applies only to tenancy agreements entered into on or after 1 July 2023

** This applies only to tenancy agreements entered into on or after 1 January 2025

*** This applies only to tenancy agreements entered into on or after 1 July 2024.

This applies to existing tenancy agreements up to 143 points directly or as from 1 July 2025

What if there's a problem?

As of 1 January 2024, every municipality has a reporting office for tenants who have complaints or who have questions about the rules in the Landlords (Good Practices) Act. People looking for accommodation to rent can also contact the reporting office. If a complaint is made, the municipality can investigate further and take action, like contacting the landlord or rental agency involved. If the law has been broken, the municipality can issue an official warning and give the landlord or agency an opportunity to resolve the situation. The municipality can also issue fines or even, in the most extreme cases, take over the management of a property.

Rent Tribunal

If the rent asked by a landlord is too high, a tenant may submit the matter to the Rent Tribunal. After an investigation, the Rent Tribunal will render a decision on the maximum rental price. That decision is binding: both the landlord and the tenant must comply with it.

In addition, both the tenant and the landlord may request the Rent Tribunal to assess the amount of the service charges. This applies to existing contracts in the social housing sector as well as, in all sectors, to contracts entered into on or after 1 July 2024.

Permit requirement for landlords

The Landlords (Good Practices) Act allows municipalities to require landlords to have a permit. For example in neighbourhoods where liveability is under pressure. Or if the municipality wishes to set conditions for accommodation, such as on-site accommodation for migrant workers. In municipalities where this is the case, landlords must apply for a permit in order to rent out accommodation.

I ask more than the maximum rental price according to the WWS and my tenant is prepared to pay it.

Is that allowed?



No, that's not allowed

If the accommodation is regulated, this is not allowed. In such event, a municipality may impose a fine. Even if the tenant has accepted too high a rent.

For more information, go to www.goedeverhuur.nl
If a tenant and landlord cannot resolve an issue, the tenant can now report the situation to the municipality.



Do you rent out accommodation?



Then the Landlords (Good Practices) Act applies to you.

Most tenants are happy with their landlord. But sometimes there are problems. The Landlords (Good Practices) Act gives landlords clarity and offers tenants protection. It explains what's allowed and what's not allowed. There are also extra rules to protect migrant workers. If a tenant and landlord cannot resolve an issue, the tenant can report the situation to the municipality. The municipality can take action if needed, for example by issuing the landlord with a fine.

What does the Act mean for landlords?

The Landlords (Good Practices) Act came into force on 1 July 2023. It applies to landlords and rental agencies. The Act sets rules for financial matters, maximum rental prices, keeping written records of, and providing information, as well as rules of conduct for landlords and intermediaries (such as property agents). Migrant workers must also comply with additional rules.

Financial matters

Under the new law, the maximum **deposit** is two months' basic rent for tenancy agreements entered into on or after 1 July 2023. It also specifies that, if a landlord uses a rental agency, the landlord pays the **mediation fees**. Rental agencies are not allowed to charge mediation fees to tenants. Landlords who charge tenants **service costs** must provide their tenants with an overview of these costs each year. Service costs are costs charged in addition to the basic rent to cover services such as cleaning and lighting communal areas and garden maintenance. Landlords can only charge the actual costs of the services.

Maximum rent

If a landlord lets a self-contained accommodation with **186 points or less**, and the tenancy agreement was signed on or after 1 July 2024, then the **maximum rental price** is subject to the Housing Evaluation System for Self-Contained Accommodation (WWS). The maximum rental price for shared accommodation is always subject to the WWS for Shared Accommodation (WWSO). The number of points can be calculated using the Rent Tribunal [Rent Check](#).

Was the tenancy agreement signed before 1 July 2024? Then go to www.ismijnhuurteuur.nl to see if this contract is subject to a maximum rental price as well.

Providing important information in writing

Tenancy agreements entered into on or after 1 July 2023 must be in writing. Oral agreements alone are not allowed.

Upon conclusion of the tenancy agreement, the landlord must also provide the tenant with other **important information** that relates to the renting of the accommodation, such as:

- the fact that the tenant can only use the accommodation in ways agreed with the landlord;
- the fact that the landlord can only enter the accommodation with permission from the tenant. There are some exceptions to this rule. For instance, if there is an emergency;
- information about the various types of tenancy agreement and the related tenant protection and rental price protection;
- who is required to carry out repairs if something breaks (the landlord or the tenant);
- in what circumstances a tenant can approach the rent tribunal or the district court;
- information about the deposit amount and refund of the deposit (if the tenant paid a deposit when the tenancy agreement was entered into);
- details of a point of contact for questions about the accommodation;

I only have an oral tenancy agreement with my tenant.

Is that allowed?



No, that's no longer allowed

Tenancy agreements entered into on or after 1 July 2023 must be in writing.



- details of the municipal reporting office which the tenant can contact if they cannot resolve an issue with their landlord;
- an annual overview of any service costs charged by the landlord;
- a calculation of the points applicable to the accommodation. This applies to all tenancy agreements entered into after 1 January 2025. To that end, landlords can download the outcome of the Rent Tribunal Rental Price Check tool. Information about how tenants are selected and treated

Information about how tenants are selected and treated

Landlords are not allowed to **discriminate**, even if they have had a bad experience in the past renting to someone of a particular origin, religion or sexual orientation, for example. To prevent discrimination (conscious or unconscious), landlords must state in writing how they select their tenants. When advertising accommodation publicly, landlords must include information on how tenants will be selected. Landlords must explain to unsuccessful candidates why they have selected another candidate.

Landlords are not allowed to **intimidate** their tenants. Intimidation includes threatening to end a tenancy agreement because a tenant complains. It also includes entering the accommodation without permission from the tenant or shutting off the gas, water or electricity supply. Tenants and landlords should try to resolve any issues together.

Additional rules on renting to migrant workers

The Landlords (Good Practices) Act contains additional rules on renting to migrant workers (people from other countries in Europe who come to work in the Netherlands temporarily). Tenancy agreements entered into after 1 July 2023 must be separate from any employment agreement. Tenants must receive information about renting the accommodation in a language they understand.

If Bulgarians come to work for me temporarily, I arrange their housing. But if there is no work, they must leave.

Is that allowed?



No, that's not allowed



Since 1 July 2023, it has no longer been allowed to link tenancy agreements to employment agreements for migrant workers.

I charge two months' basic rent as a deposit.

Is that allowed?



Yes, that's allowed

Since 1 July 2023, the maximum deposit a landlord can charge is two months' basic rent.

More information ?

The Landlords (Good Practices) Act gives landlords clarity about what's allowed and what's not allowed. And it offers tenants protection.

For more information, go to www.goedeverhuur.nl and to www.ismijnhuurteuur.nl

