



Ministry of the Interior and  
Kingdom Relations



# Do you live in rented accommodation?



Your landlord has to follow the rules set out  
in the **Landlords (Good Practices) Act**.

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

## What does this mean for me as a **tenant** or as someone looking for accommodation?

The Landlords (Good Practices) Act came into force on 1 July 2023. The Act sets out rules covering financial matters, information you should receive from your landlord in writing and how landlords must behave.

### 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 these **mediation fees**. Rental agencies cannot charge mediation fees to you as well. If your landlord charges you **service costs**, the law says they must send you an overview of these costs every 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.

**I was turned down for a rental property, without an explanation.**

**Is that allowed?**



**No, that's not allowed**

When advertising accommodation, landlords must explain how they will select tenants. And they must also explain to unsuccessful candidates why they have selected another candidate.



### 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. An oral agreement does not provide tenants with enough protection.

Your landlord must also share other **important information** with you in writing. This is information that relates to the leasing of the accommodation, such as:

- the fact that you can only use the accommodation in ways agreed with your landlord;
- the fact that your landlord can only enter the accommodation with your permission. There are some exceptions to this rule. For example, if there is an emergency and a repair needs to be done immediately;
- information about the various types of tenancy agreement and the related tenant protection and rental price protection;
- who has to carry out repairs if something breaks (the landlord or the tenant);
- in which circumstances you can approach the rent tribunal or the district court;
- information about the deposit amount and refund of the deposit (if your landlord has charged you a deposit);
- who you can contact if you have questions about your rented accommodation;
- details of the municipal reporting office which you can contact if you cannot resolve an issue with your landlord;
- a yearly overview of any service costs your landlord charges you.

If the tenancy agreement was entered into before 1 July 2023, you must receive this information by 30 June 2024 at the latest.

### **Discrimination and intimidation**

Landlords are not allowed to **discriminate** against people. 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. Your landlord cannot threaten to end your tenancy agreement because they think you complain too much, for example. Your landlord cannot enter the accommodation without your permission or shut off the gas, water or electricity supply.

### **If you are a labour migrant, your landlord must follow additional rules.**

The Landlords (Good Practices) Act contains additional rules for landlords renting accommodation to labour migrants. As of 1 July 2023, tenancy agreements for labour migrants (people from other countries in Europe who come to the Netherlands to work temporarily) cannot be linked to their employment contract. Your landlord must share information with you in writing about your rights and obligations as a tenant in a language you understand.

**I only have an oral tenancy agreement.**

**Is that allowed?**



**No, that's not allowed**

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

**I have been told to pay three months' basic rent as a deposit.**

**Is that allowed?**



**No, that's not allowed**

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



# Most **tenants** are happy with their landlord

## Are you?

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



Since 1 July 2023, the maximum deposit is two months' basic rent\*



You only need to pay service costs that are actually incurred and you must receive an overview of these costs each year



If a landlord uses a rental agency, you do not have to pay the mediation fees



Your tenancy agreement must be in writing\*



You must receive information in writing about your rights and obligations as a tenant



Your landlord is not allowed to intimidate you or discriminate against you

*If you are a labour migrant, your landlord must follow additional rules:*



Your tenancy agreement cannot be linked to your employment contract\*



You must receive information in writing about your rights and obligations as a tenant in a language you understand

\*Only applies to tenancy agreements entered into on or after 1 July 2023

## What if there's a *problem*?

As of 1 January 2024, every municipality has a reporting office. This reporting office services tenants and people who are looking for accommodation to rent who have complaints or who have questions about the rules in the Landlords (Good Practices) Act.

The municipality can put you in touch with the relevant authority or investigate reports further and take action, like contacting your landlord. If the law has been broken, the municipality can issue an official warning and give the landlord 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.

**When I viewed the apartment, I heard that the landlord only wanted a tenant of a certain religion.**

**Is that allowed?**



**No, that's not allowed**

Landlords cannot select tenants on the basis of religion, nationality or sexual orientation. Because that would be discrimination.

**I came from Poland to do temporary work and I rented accommodation from my boss. Now there's no more work and my boss is making me leave the accommodation.**

**Is that allowed?**



**No, that's not allowed**

If you come to the Netherlands from another country in Europe to carry out temporary work, your tenancy agreement cannot be linked to your employment contract.



## *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.goedehuur.nl](http://www.goedehuur.nl)

