

Subject: Home Improvement Newsletter 2025-2028

Dear Resident(s),

In April, you received our first letter announcing that Actium will be renovating homes in Noorderpark over the coming years. We held three consultation hours for more information or questions regarding this. Based on the questions you asked during these consultations, we are sending you this newsletter.

What will you read about? In this newsletter, we try to answer as many questions as possible. We also address the stories and rumors circulating in the neighborhood. This way, everyone has the same information.

Questions? Do you have any questions about this newsletter? Please contact us at 0592 400 100 or actiumwonen.nl

Sincerely,

Jochem Reinders

Area Coordinator Actium



Work and Planning

What work will be done in my home?

That is not yet known. Once we know who the contractor is, we (Actium and the contractor) will determine which works are best to sustainably improve your home. We will consider reducing CO2 emissions and how you, as a resident, use your home. We are also aware of maintenance complaints you might have, such as drafts, moisture, and mold issues.

You can continue to report maintenance complaints and repair requests in the usual way (0592 400 100 or actiumwonen.nl). We will answer questions about the work once we have made a plan with the contractor.

What are some examples of the work?

- Installing hybrid heat pumps and replacing your boiler if necessary: This reduces your energy consumption and saves on energy costs.
- Insulation improvements: We install double glazing where needed and provide floor insulation (for example, in the crawl space), roof insulation, and facade insulation. This keeps the warmth in during winter and out during summer, ensures a drier and healthier home, and lowers your heating costs.
- Installing ventilation systems: This keeps the air fresh and clean without drafts or extra cold.

In addition to this work, we may also replace your bathroom, toilet, or kitchen. Whether we do this depends on the age and technical condition of your bathroom, toilet, and kitchen. This will be assessed by the contractor and Actium, and you do not need to do anything for this.

When is my home scheduled for renovation?

That is not yet known. Actium will determine the sequence together with the contractor. You will be notified at least one year in advance when your home is scheduled.

Which contractor will carry out the work?

We are currently busy selecting the contractor. We expect to have clarity on this after the construction holiday.

Will asbestos also be removed?

It depends on where the asbestos is and whether we need to carry out work there. Asbestos will only be removed if it obstructs the work. Therefore, not all asbestos will be removed by default. We will conduct an asbestos inventory in some homes to find out if asbestos is present. You will receive a notification from us about this. Once it is clear if and where asbestos is present, we will inform you whether it will be removed.

We have complaints about the house, such as mold and drafts. Will this be addressed during the renovation?

Before starting the work, we will visit to technically inspect the home. During these meetings, you can indicate the complaints you are experiencing. We will try to resolve these as best as possible.

Of course, we aim to improve the home to prevent such complaints from recurring. Besides proper insulation, it is also important to ventilate the home well. Actium can provide good ventilation options, and you can help by opening ventilation grilles and regularly ventilating by opening windows and doors.

If you do not want to wait for the work, report your complaint via 0592 400 200 or actiumwonen.nl.

We had bad experiences with the renovation 20 years ago. How will Actium ensure it goes better this time?

We are sorry that some residents had unpleasant experiences during the previous renovation. We will do everything possible to minimize the inconvenience for you during this renovation.

Over the past years, we have learned a lot from both good and less good examples. We will select a contractor with extensive experience in home sustainability and resident communication.

We also plan to offer you temporary housing if necessary. You will have one contact person from the contractor and one from Actium. We will be visible and present during preparation and the work.

Do you have any suggestions or ideas for us? Let us know via info@actiumwonen.nl. We have already received tips from some residents to review the work together (resident, Actium, and contractor) in your home.

Temporary Relocation

Will I need to temporarily leave my home for the work?

It depends on the work we want to carry out. We aim to significantly improve your home, which will likely require you to live elsewhere temporarily. We will discuss the duration with the contractor, but it is expected to be no longer than 28 days. If the work is less extensive, we may use rest homes instead of temporary homes. Rest homes are furnished homes that provide a quiet place temporarily. We will inform you well in advance.

Do I have to arrange this myself?

We will arrange temporary accommodation for you. This could be an Actium home nearby or another suitable solution. We will discuss with you what is best and available. The temporary home will have basic furnishings, and we will provide gas, water, electricity, and a TV and internet connection. Your own furniture will remain in your home. We, along with the contractor, will ensure these items are safely covered during the work. Assistance with moving or emptying certain areas is available if you need it.

If you prefer to arrange your own temporary accommodation, you may do so. However, you must ensure it is furnished and equipped.

Where will I temporarily live?

Our goal is to arrange temporary housing as close to your neighborhood as possible, especially if you have children attending nearby schools or depend on local facilities. We will meet with everyone personally well before the work starts to answer these questions.

What if I want to stay in my home during the work?

We will discuss this with the contractor and see if a solution is possible. Staying in your home during the work has implications for both you and the contractor. We will schedule a meeting with you to discuss the possibilities. If it is not safe, there will be no exceptions, and you will not be able to stay in your home during the work.

Communication and Resident Involvement

I would like to be involved in the work and communication with residents. Can I sign up for this?

Yes, you can. We intend to form a feedback group or residents' committee for the Componistenbuurt. This group will be our point of contact for all residents and can provide input on issues such as relocation, temporary housing, and livability during the work. We will send a separate invitation for you to sign up.

How will I be informed further?

Once the contractor and the sequence of homes are known, you will hear from us again. The first homes scheduled will be invited to a resident meeting to explain the work. We expect to inform the first residents after the summer. For now, all communication will be via letter.

Other Questions

Is there a possibility for residents to dispose of items they no longer use before the work starts?

We are considering organizing cleanup days for each block of homes scheduled. A container will be placed in your street/neighborhood for items you want to dispose of. Actium colleagues will be present to assist you. If you want to start cleaning up already, you can offer bulky waste to the municipality of Assen.

I heard we might have to sacrifice a bedroom to enlarge the bathroom. Is this true?

The work is not yet known, so this is not the case. First, we will determine what is technically possible. If we offer the option to sacrifice a bedroom for a bathroom, it will always be a choice, not an obligation. If your bathroom does not need replacement, the option will not be offered.

Will my rent go up because of this?

We do not ask for additional compensation for these improvements as we believe affordable housing is important. Your rent will not increase. However, future regulations or financial reasons may require rent adjustments. The rent of your home may also change during the annual rent increase. If this happens, you will be informed in advance. Adjustments like relocating the bathroom usually involve a rent increase.