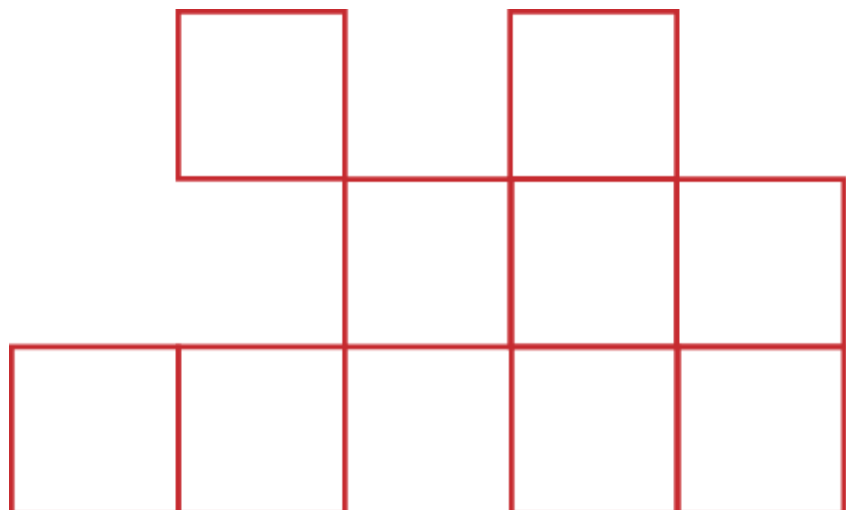


Dutch housing for international students

An inventory of the housing situation for international students in The Netherlands



landelijke studentenvakbond



This is a publication by the Dutch Student Union (LSVb). For questions or extra information, please contact us by e-mail at lsvb@lsvb.nl

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Managementsamenvatting

Achtergrond

De 'Housing Hotline' is opgezet door de Landelijke Studentenvakbond (LSVb) in samenwerking met ESN – de vertegenwoordiger van internationale studenten – met als doelen het ondersteunen van internationale studenten bij de zoektocht naar een geschikte woning, het informeren over de rechten die studenten hebben en hen daarnaast op weg te helpen wanneer zij (juridische) problemen ondervinden op de huizenmarkt. Ook is de 'Housing Hotline' een middel om inzicht te krijgen in de problemen die internationale studenten op de Nederlandse huizenmarkt ervaren en deze te rapporteren. De LSVb verzamelt hiervoor de binnengekomen vragen en rapporteert deze jaarlijks in de vorm van dit verslag. Dit is de tweede versie van het inventarisatierapport. Dit rapport is gebaseerd op de 236 vragen die tussen 16 maart en 31 december 2018 bij de LSVb zijn binnengekomen via de 'Housing Hotline'.

Resultaten

De e-mails op de 'Housing Hotline' zijn in dit rapport samengevat en geanalyseerd, om inzicht te krijgen in de problemen die internationale studenten op de woningmarkt ervaren. Hieruit volgen drie thema's: 1) problemen met het vinden van een woonruimte, 2) beperkte kennis van het Nederlandse huurrecht, en 3) de kwetsbaarheid van internationale studenten, waardoor zij vaak slachtoffer worden van illegale activiteiten. Deze thema's zijn nagegoeg gelijk aan de thema's die werden gevonden in de vorige editie van het 'Housing Hotline report'.

Problemen met het vinden van woonruimte

Het grootste aandeel van de binnengekomen e-mails betrof vragen over het vinden van een woonruimte. Dit wijst op een tekort aan woonruimte voor internationale studenten. Het algehele tekort aan studentenkamers is voor internationale studenten in het bijzonder nadelig, omdat: 1) internationale studenten weinig kennis hebben van de Nederlandse huizenmarkt en de manieren om daar een woonruimte te vinden, 2) een substantieel deel van de beschikbare woonruimte in Nederland niet verhuurd wordt aan internationale studenten en 3) een groot aandeel van de kamers wordt toegewezen door middel van hospiteren en het vaak niet mogelijk is om dit vanuit het buitenland te doen. Ondersteuning vanuit de universiteiten zou internationale studenten kunnen helpen bij het vinden van een geschikte kamer op de gespannen Nederlandse woningmarkt.

Beperkte kennis van het Nederlandse huurrecht

De beperkte kennis van internationale studenten op het gebied van huurrecht kan ervoor zorgen dat zij nadelige keuzes maken die ernstige gevolgen kunnen hebben. Sommige verhuurders zijn op de hoogte van dit kennisgebrek en maken daarvan gebruik door bepalingen op te nemen in de huurovereenkomsten die in strijd zijn met dwingend recht of de studenten ervan overtuigen dat bepaalde gedragingen, bemiddelings- en administratiekosten gebruikelijk zijn in Nederland. Goede informatievoorzieningen, gefaciliteerd door bijvoorbeeld universiteiten of de (lokale) overheid, zouden een tegenwicht kunnen bieden aan verhuurders die gebruik maken van de kwetsbare positie van deze groep.

Internationale studenten als doelwit van illegale activiteiten

De combinatie van de grote schaarste aan studentenkamers en de beperkte kennis van internationale studenten op het gebied van het huurrecht maakt dat deze groep een groter risico loopt om doelwit te worden van illegale activiteiten door malafide verhuurders. Strenger optreden door de overheid (bijvoorbeeld door het opleggen van boetes en/of het eventueel opleggen van een verhuurverbod) zou de positie van internationale studenten op de huizenmarkt kunnen verbeteren. Daarnaast kan het afschaffen van *short stay* hieraan bijdragen.

Executive summary

Background

The Dutch Student Union (Landelijke Studentenvakbond, LSVb) in collaboration with ESN – advocate for international students – has set up the Housing Hotline in order to assist international students in their search for accommodation, to inform them of their rights and to provide support when they face problems on the housing market. A secondary aim of the Housing Hotline is to gain insight in the problems international students face and provide an overview in the form of this report. In order to do this, the LSVb collects the questions received and reports on this information annually. The current report is the second edition of the Housing Hotline inventory, based on information from 236 reports, collected between March 16th and December 31st, 2018.

Results

In order to illuminate issues experienced by international students, the incoming messages were summarized. Three main themes emerged: 1) problems finding housing, 2) limited knowledge of rules and regulations regarding housing in the Netherlands, and 3) vulnerability to becoming target of illegal activities on the housing market. It is worth noting that these issues were similar to those reported in last year's issue of this inventory.

Problems with finding housing

The majority of the reports indicated problems with finding housing, suggesting there is insufficient accommodation available for international students. The general shortage in student housing is especially disadvantageous for international students for three reasons: 1) international students have limited knowledge of the Dutch housing market and how to find a room, 2) a substantial part of the dwellings are not rented out to international students, and 3) housing is often assigned through "hospiteren", which often cannot be done from a foreign country. Support from universities in attaining accommodations could help international students in finding suitable housing in the difficult housing market of the Netherlands.

Limited knowledge of housing rules and regulations

The limited knowledge of international students regarding Dutch rental law can result in disadvantageous decisions, potentially having severe consequences. Knowing that international students often lack knowledge about rental law, some landlords include unlawful clauses in the rental agreement or make students believe that certain fees or behaviors by the landlord are legal or tolerated in the Netherlands. Adequate information (e.g. from the universities and the (local) government) and accessible legal assistance could provide a countervoice against landlords whom take advantage of international students.

Vulnerability to becoming target of illegal activities

Due to the combination of a shortage in student housing and their limited knowledge of Dutch rules and regulations on rent, international students are especially at risk to become target of illegal activities of, and abuse by mala fide landlords. Actions undertaken by authorities against mala fide landlords (e.g. imposing fines and/or banning them from renting out dwellings) might considerably improve the position of international students on the housing market. Moreover, a ban on contracts without rent protection and protection against eviction might further decrease international students' vulnerability to illegal activities.

Introduction

The influx of international students in the Netherlands – and consequently their housing situation – have received considerable attention in the Dutch media in recent years. In some cities, the high number of international students resulted in the inability to accommodate them all. For example, in Groningen, at the start of the academic year 2018/2019, a campsite had to be set up to accommodate international students. At the time of writing this report (April 2019), international students in Groningen are still located in container dwellings. Other cities paint a similar picture. Utrecht University announced in June 2018 that international students would have to pay a fee of 300 euros in order to compensate the university's costs for housing. Moreover, international students are to this day forced to live in hostels, holiday resorts and boats, simply because there is insufficient regular student accommodation available.

In the academic year 2017/2018, about 93.000 international students studied in the Netherlands and this number is expected to increase with 34% until the academic year 2025/2026 (Kences, 2018). Between now and 2025, The Netherlands is expecting the proportion of international students to be about 40% of all students at Dutch institutes for higher education (Kences, 2017). The increasing numbers of both national and international students has its consequences on the housing market: the current shortage of student accommodation in the Netherlands has increased to about 40.000 units.

Although the housing shortage influences all students in the Netherlands, international students are particularly affected. In contrast to most Dutch students, international students are often unable to do viewings of possible dwellings and do not have the possibility to stay at, for example, their parents place in case they do not succeed in finding accommodation in time. Since their housing requirements are urgent and they often lack knowledge of the Dutch housing market and regulations.

The Dutch Student Union (Landelijke Studentenvakbond, LSVb) in collaboration with ESN – advocate for international students – has set up the Housing Hotline in order to assist international students in their search for accommodation, inform them of their rights and provide support when they face problems on the housing market. A secondary aim of the Housing Hotline is to gain insight in the problems international students face and provide an overview in the form of this report. In order to do this, the LSVb collects information about the questions received through the Housing Hotline and reports on this annually. The current report is the second edition of the Housing Hotline inventory.

The Housing Hotline

In July 2017, the Dutch Student Union (Landelijke Studentenvakbond, LSVb) founded the 'Housing Hotline'. This hotline was created to provide a platform for international students in The Netherlands to ask questions and find support on problems regarding housing. Additionally, the information that is collected through the Housing Hotline was used to take a first look at the issues that international students are facing on the Dutch housing market.

The Housing Hotline is an easily approachable place for international students and can be found on the English version of the LSVb website. Students fill in a pre-made form, which gets sent to a dedicated e-mail address (housinghotline@lsvb.nl). Then, the LSVb policy officers responsible for housing review the report and work together with a legal officer to provide a helpful answer for the student. Students are free to send a follow-up e-mail if the answer has not been satisfactory.

In order to create an overview of the complaints filed by students, the LSVb employees collect the data in a logbook. This logbook is managed and locally stored by the LSVb and thus not accessible to the public. Both the content of the reports and the information entered in the logbook is used to create the annual Housing Hotline report. An overview of the variables contained in the logbook is presented in *Table 1*.

The first report on this information was published in May 2018, based on 94 reports from international students. After publication of this report, the Housing Hotline was continued and more international students have reached out to the LSVb about their issues. The current report provides an overview of the content of these reports. The data has been collected between March 16th and December 31st, 2018. This report does not provide representative statistics on this topic, and should be interpreted with caution. It does, however, shed more light on the problems faced by international students regarding housing in The Netherlands.

Table 1. Variables logged in the Housing Hotline logbook

Variable
Date e-mail
Name student
Contact details
Type of student
Type of complaint
City of residence
Story in short
Type of answer provided
Forwarded externally
Found Housing Hotline via

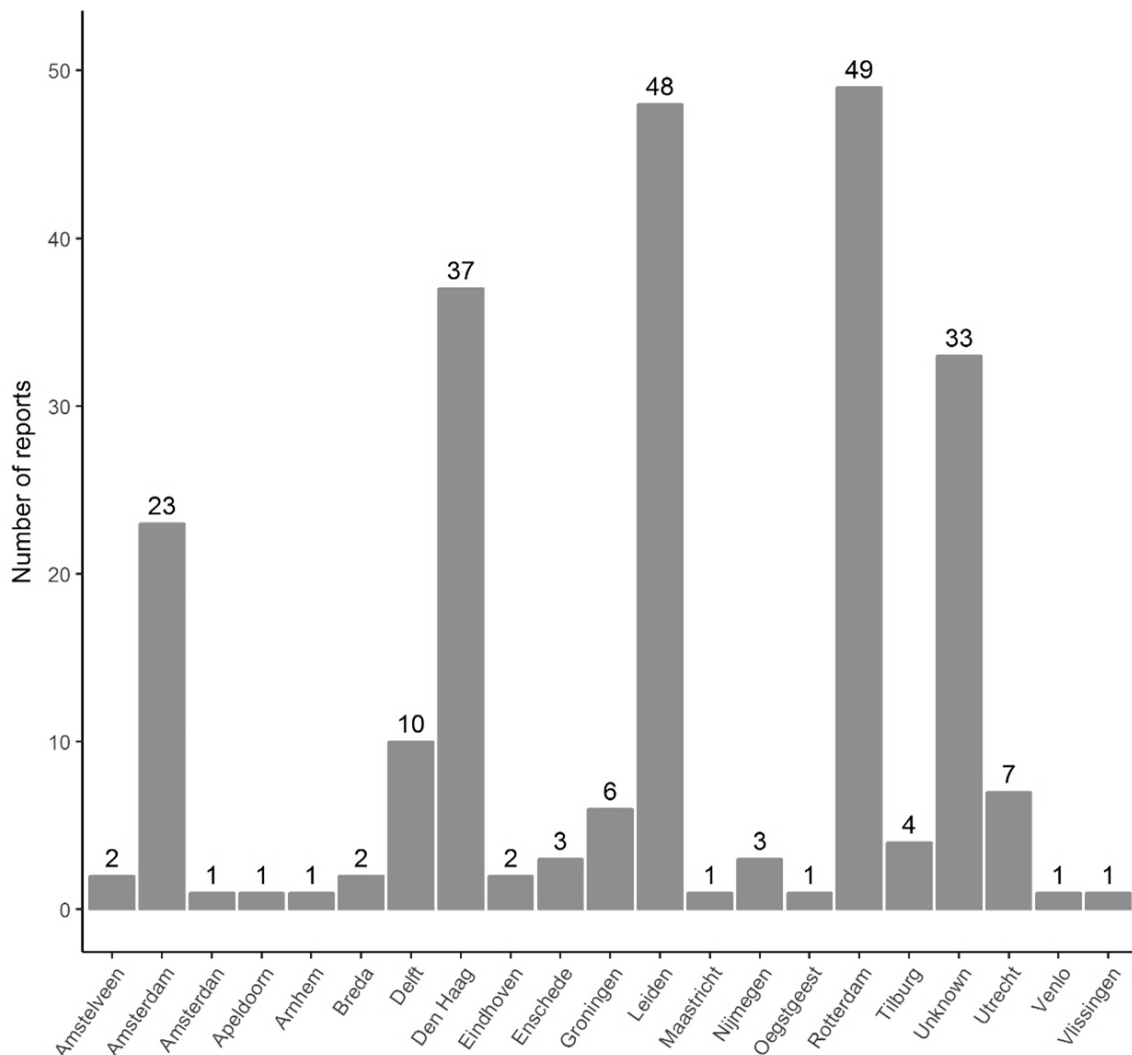
Sample description

The data included in this report was collected over the course of nine months. During this time, the Housing Hotline received a total of 236 reports; a substantial increase in the number of reports compared to last year ($N = 98$). This section provides a description of the quantitative data that has been collected.

The majority of reports came from students living in (or wanting to find a room in) Rotterdam, Leiden, The Hague or Amsterdam. A number of students did not specify their city ($N = 33$), mostly students who experienced difficulties in finding a room or sent an email apart from the form provided on the website.

Importantly, these results do not indicate that there are more issues regarding housing for international students in these cities, but could be a result of more students in these cities being aware of the possibility to contact the Housing Hotline. The distribution of reports over the various cities is visualized in *Figure 1*.

Figure 1. Number of reports per city ($N = 236$)

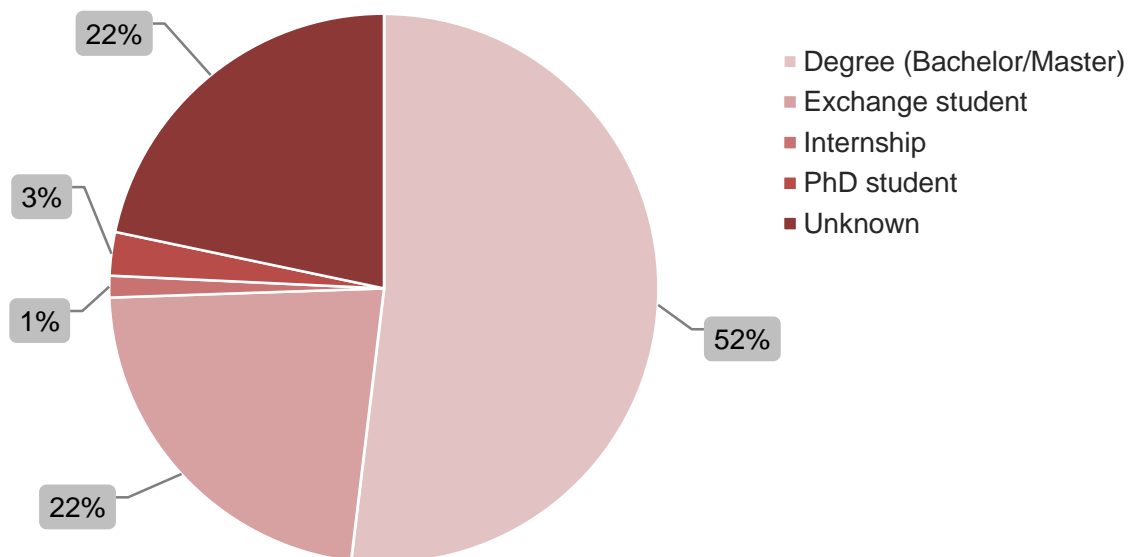


Not all international students in the Netherlands can be seen under the same category. In this report, a distinction is made between five types of students, as visualized in *figure 2*.

The majority of the reports came from degree students. These students are primarily enrolled at a Dutch university or university of applied sciences, and receive their final bachelor's or master's degree from this university. A student is regarded as an exchange student when they are primarily enrolled at a university outside of the Netherlands, and this university provides their final degree. These students usually stay in the Netherlands for a shorter period of time (one semester or one academic year). Similarly, students in the category 'internship' stay in the Netherlands only for the duration of an internship as part of their enrollment in a program outside of the Netherlands. The category PhD student embodies students who have completed a master's degree and are staying in the Netherlands to complete a PhD. As a PhD typically lasts at least four years, these students stay in the Netherlands for a relatively longer period of time.

The final category, 'unknown', consists of students who have chosen not to specify their reason for staying in the Netherlands, or sent an e-mail apart from the form provided on the website, in which they did not declare anything.

Figure 2. Types of students

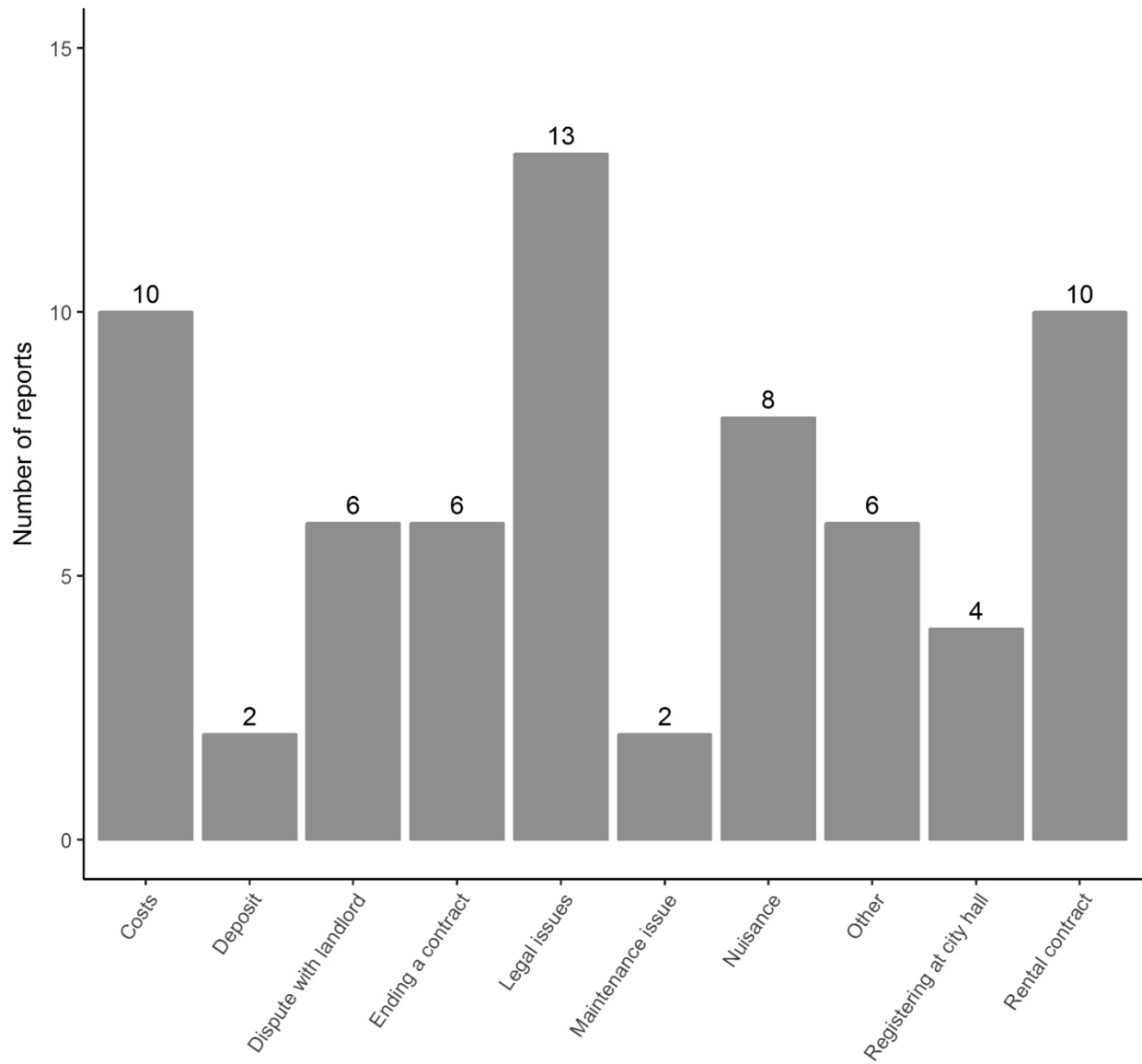


The questions and complaints have been categorized by type. Based on the reports from last year, the categories were established prior to data collection. An overwhelming majority of the reports consisted of complaints regarding trouble finding a room ($N = 169$). The other types of complaints, including the number of reports per category, are listed in figure 3.

Some categories embody multiple types of complaints. For instance, the category 'costs' refers to complaints about high rent prices, having to pay administration fees of a landlord who refuses to return the deposit. The category 'dispute with landlord' encompasses issues getting in contact with the landlord, but also cases of intimidation by the landlord.

The category concerning rental contracts embodies requests to check the contract if it was written in Dutch or questions about specific parts of the contract. Because students reported issues in terminating a contract, this has been listed as a separate category in this report.

Figure 3. Categories of questions or complaints, excluding the category 'finding a room' (N = 67)



Content of questions and complaints

To give more insight into the problems experienced by international students in the Dutch housing market, this part of the report will provide a systematic overview of the qualitative data collected, in the form of the specific content of the questions and complaints received by the Housing Hotline.

Trouble finding a room

The majority of the reports concerned issues in finding a room. For instance, exchange students in particular made complaints about universities not reserving enough accommodation for international students. For instance, one student said: *"The university [in Amsterdam] promised me housing, but they did not deliver. Now I am looking for a place to stay. Also, I think that universities should take their responsibility and properly communicate about these problems."* – report 275.

Many international students do not have knowledge on the best ways to find a room and how the Dutch housing market works. This category of students contacted the Housing Hotline to ask for tips on how and where to continue their search for a place to stay, and where to look for housing in terms of agencies, websites or online platforms (Facebook groups). For instance, a Bachelor's degree student asked for information: *"How does getting a room work, and how does the Dutch law work?"* – report 107. *"I have been searching for months. I feel like there are a lot of scammers out there. Can you suggest any student housing Facebook groups?"* – report 233.

A large number of reports came from students who do know where to look for housing, but have not been successful in their search so far. They contact the housing hotline to ask for further assistance: *"I am having huge trouble finding a place in Amsterdam as a student. I have had experiences with scammers and illegal housing. I signed up for several student housing websites like the TWA, room.nl or Facebook, but it seems impossible to be accepted. Is there anything else I can sign up to find a reasonable place? Or any other tips to find affordable housing?"* – report 183, and *"I am looking for a room. I have already registered with different housing corporations, but still have not found a room. Can you give me any advice?"* – report 282. While even for Dutch students, it is not uncommon to have to search for a room for months before finding a place to stay, it is especially problematic for international students who do not have a place to fall back on. This has led to a number of reports from desperate students: *"I have been applying to advertisements for months, but I hardly ever get a reply. Also, in a lot of houses internationals are not welcome. I am not sure if I will be able to find a place to live"* – report 189, *"I have been looking for two months, but have not found anything. Please help!"* – report 226, and *"I have been looking for a long time, but get rejected all the time. Any help would be welcome."* – report 237.

The issues in finding housing leads to students contacting the Housing Hotline because they might be arriving in The Netherlands without having accommodation. *"There are just a few days left until I am coming to The Netherlands, but I still have not found a room. I am scared that I am going to end up homeless."* – report 216. *"I am starting my internship in a couple of days, but have not found a room. Do you have any tips for me?"* – report 208. Some of these students have to stay in other types of accommodation, sometimes for a long time and with high costs, while continuing their search for a room: *"I am staying in an Airbnb at the moment, but my reservation is ending very soon. Can you help me find*

a place to stay?" – report 267, and *"I am staying with an old lady at the moment. This is for as long I am trying to find a room."* – report 291. Some students have resorted to couch surfing: *"I am couch surfing at the moment. I really need a room."* – report 287.

Dispute with landlord and maintenance issues

The reports in the category 'dispute with landlord' concerned cases of intimidation, communication issues and nuisance from the landlord. For instance, a student reported intimidation: *"My landlord is intimidating me, because I did not agree to a higher rent"* – report 269. Another student has trouble communicating with the landlord: *"How do I get in touch with my landlord?"* – report 172.

Another category of disputes with landlords encompasses cases of nuisance and maintenance issues. In one case, the landlord and his family enter the house without notice or permission. *"I am renting a room in Groningen as an international student, in a house with four bedrooms with three other students. Recently, our landlord and his sons or other family members come into the house and spend their leisure time in here. They watch TV in the living room, sleep over in our place or have unannounced parties in our living room. He does so without proper announcement. His argument is that we only rent the room, not the house which belongs to him and he has a right to be here. Moreover, in our lease, there is a prelude saying that "even if the landlord resides somewhere else, the lease situation is still seen as the letting of the room if the landlord has access to the house or apartment". Can you please tell me if this is legal? Is there any law to prevent him and his family members from entering the property?"* – report 316. The Housing Hotline informed these students of their rights and referred them to a local member organization where they can seek legal assistance. Similarly, a student reported that the landlord uses the house: *"There are two industrial fridges in our house that are being used by the landlord, who owns a restaurant. Is that allowed?"* – report 295.

Another poignant story is that of a student who rented a house in The Hague through an agency and had to pay a full year of rent in advance. Then, the house turned out to have many issues: *"The heating is not functioning well, it gets freezing cold. Many things, such as the washing machine, are broken. Above all, the noise in the shared house is intolerable, which made me have pain. Also, because of this, I failed my exams, so my teacher suggested me to live elsewhere. However, the landlord does not agree to terminate my contract and return the money I paid. The agency won't interfere."* – report 201. Other examples of maintenance issues include a case of silverfish in the dwelling (report 308) which the landlord refused to fix, and a case in which a student contacted the Housing Hotline to ask for advice: *"How can I get the landlord to fix the mold and isolation of my housing?"* – report 104.

Problems with deposit

Some students experience issues regarding the restitution of the deposit after leaving their room. A number of reports were specifically received in this category, but the issue also became apparent in reports by students that were filed under the category 'costs', 'legal issues' and 'rental contracts'. One of those students described the problem as follows: *"I have a massive issue with my previous landlord, who does not want to give me back my deposit of €1200. He is making up a lot of fees that are not justified and never appeared in the contract."* – report 108. Other examples include students who paid the deposit, but did not hear from their landlord afterwards. *"I just paid for the deposit, but now it is really difficult to get in touch with the so-called landlord."* – report 204, or students who are

asked to pay the deposit prior to signing a rental contract: *"Should I transfer the deposit before I have signed the contract?"* – report 137.

Rental contract

Sometimes, the rental contracts for international students are written in Dutch. Also, international students often have questions about the content of the contract, as they are often unfamiliar with Dutch rental law. Therefore, some students approached the Housing Hotline with questions and asked for their contract to be checked. *"Since I don't speak Dutch: can you go over the contract for us?"* – report 290, and *"Can you check my contract? Should I discuss certain things with my landlord before signing the contract?"* – report 236. Some students expressed their concerns about the credibility of an agency or landlord, for instance: *"I want to rent a room in Maastricht. Is this company and contract legit?"* – report 120. Specific questions include *"Can I cancel this contract?"* – report 156, *"Can a landlord offer me a temporary contract for the second time for the same dwelling?"* – report 328, *"Is the notice period of two months reasonable?"* – report 327, and *"Do I have to pay for water and property tax?"* – report 143.

Other questions under the category 'rental contract' concern issues with termination of a rental contract. For instance, students are sometimes faced with additional costs after leaving their accommodation: *"I have left the apartment, but now my landlord is charging me for cleaning and replacement costs. Can he do so?"* – report 211. Often, students are confused about whether it is possible for them to terminate their contract: *"The real estate agency says we cannot end our contract prematurely. However, we did have a verbal agreement that stated that we could end the contract early. Can you help us out?"* – report 246, or find that they have to pay rent even after leaving the accommodation: *"I have to pay the full amount for the remaining period, even after termination of the contract."* – report 320.

Registration at the city hall also causes confusion among international students. Registering with the municipality is mandatory if a student stays in The Netherlands for more than four months. However, some landlords explicitly tell their tenants that they cannot register at the city hall: *"A lot of landlords do not offer the possibility to register at the city hall. Is it necessary?"* – report 188, and *"Do I really have to register? My landlord does not allow it."* – report 173. This leads to some students questioning the credibility of the housing offer: *"How do I know if someone is allowed to rent out the place, and should I register at city hall?"* – report 326. The Housing Hotline has informed these students of the rules in The Netherlands.

Costs

A final category is that of costs. Some students feel as though the price they pay to rent a room or house is too high, or are not sure how the rent price is determined. *"I pay way too much. I feel like my landlord asks for more money from me to solve his own problems"* – report 298. *"I believe that I pay too much for utilities. How can I get the money back?"* – report 247. The Housing Hotline has informed these students of fair rent prices in relation to the quality of their room, and the steps they can take to get their rent lowered. Other than high rent prices, a number of international students contacted the Housing Hotline with questions about administration fees. In Dutch rental law, mediation costs (such as administration fees) are prohibited, however many international students are not aware of this. *"How can I get administration fees back?"* – report 112. The Housing Hotline has assisted these students with information on how to write a formal letter to their landlord to ask for refund of mediation costs.

Conclusions

This report aimed to reveal problems that international students experience with regard to housing in the Netherlands. From the incoming messages, three main issues became apparent: 1) problems with finding housing, 2) limited knowledge of rules and regulations about rent, and 3) vulnerability to becoming target of illegal activities on the housing market. Perhaps unsurprisingly, these main issues were nearly identical to those that emerged in last year's edition of this inventory. These three issues will be discussed in further detail in the sections below, including a number of suggestions to solve these problems.

Problems finding housing

The majority of the reports indicated problems with finding housing, which suggests a lack of available accommodation for international students. As a result of this shortage, universities cannot fulfil promises they made towards international students (for instance on their website) about the availability of accommodations. In a few cases, international students were not properly informed by the housing office of their university. These students found out that there would be no accommodation available for them only shortly before they planned to arrive in the Netherlands.

The general shortage in student housing is especially disadvantageous for international students. First of all, international students have limited knowledge of the Dutch housing market and how to find a room. The reports indicate that international students do not know which websites and online platforms exist, and which are 'safe' to use. Moreover, some landlords and Dutch students are unwilling to rent out to or share accommodation with an international student. For instance, it is often seen that advertisements aimed at finding new roommates explicitly mention that internationals are not welcome (e.g. "no internationals"). Needless to say, this poses further limitations on the number of accommodations available for this group of students. Lastly, international students often pursue their search of an accommodation from their country of origin. A substantial share of the accommodations is assigned by 'hospiteren'.¹ Since international students cannot be present at the evening where the current residents select their new roommate, their opportunities to obtain these rooms are limited.

In addition to the hardships mentioned above, the information given by the universities (of applied sciences) are often either non-existing or insufficient to provide sufficient assistance to international students in their search for housing. Further support from universities might help international students succeed in finding suitable housing in the difficult Dutch housing market.

Limited knowledge of housing rules and regulations

A large share of the legal questions that were received concerned basic questions about rules and regulations on rent, which suggests that international students lack sufficient knowledge on this subject. Although this knowledge is generally limited in Dutch students as well, they – unlike international students – are usually at least somewhat familiar with the Dutch legal system. The limited knowledge of international students on Dutch rental

¹ It 'hospiteren' gives the residents the opportunity to choose their new roommate. They list the room online where possible candidates can show their interest. The residents will then organize a meeting for the chosen candidates. After this meeting, the 'hospiteeravond', the residents choose their new roommate.

law can result in disadvantageous decisions, potentially having severe consequences.² Some landlords take advantage of this situation by including unlawful clauses in the rental agreement or misinforming students about Dutch rental law. For instance, they might tell students that certain fees or behaviors from the landlord are legal or tolerated in the Netherlands, while this might not be the case.

Adequate information (for instance from the universities and the government) and accessible legal assistance could protect international students against these mala fide landlords. Universities and the (local) government could provide information about finding a house, rules and regulations about rental law, and organizations that can assist students free of charge when faced with legal issues.³

Vulnerability to becoming target of illegal activities

The combination of a shortage in student housing and limitations in knowledge of Dutch rules and regulations, international students are especially at risk to become target of illegal activities and/or abuse by mala fide landlords. For instance, international students lack information on usual rent prices in the Netherlands, and often do not know that a large share of dwellings is rent controlled.⁴ Therefore most students pay more rent for their dwelling than allowed by law. Another example is that international students are unaware that certain costs, such as administration and mediations fees, are prohibited by law.

A reoccurring complain of international student is that their landlords won't return their deposit. In most complaints regarding the deposit, the landlord either makes up all kinds of damages to justify the refusal to return the deposit, or the landlord simply does not give any reason for not returning the deposit. These landlords anticipate that international students are not familiar with Dutch law and/or take advantage of the fact that most international students will not take legal action against them from abroad, once they moved out of the dwelling.

As a result of the housing shortage, some international students agree to rent accommodation without the usual protection against eviction and rent protection. Some organizations – such as the Student Hotel – benefit from the situation offering international students contracts with undesirable provisions.

The position of international students might be improved considerably if authorities take action against mala fide landlords, for instance by imposing fines, and ultimately banning them from renting out dwellings. Moreover, a ban on contracts without rent protection and protection against eviction is needed to protect international students against these unlawful contracts.

Concluding remarks

International students are especially vulnerable on the Dutch housing market. Notably, the complaints received through the Housing Hotline are similar to those of last year,

² For example, when an international is not satisfied because the accommodation is in a bad condition and he decides to terminate his rent agreement, this tenant has to know that it is possible he has to pay the full term when he has a fixed term contract. Fixed term contracts with a minimum time limit in principle cannot be terminated before the end of the term. In some cases, it is possible to rescind the rent agreement, but this has to be done in the right way.

³ In most cities with a university there is a Huurteams which assists tenants free from charge. In other cities universities could refer to the

⁴ All dependent dwellings and independent dwellings with a basic rent of €710,68 (2018) are rent protected in the Netherlands. This means that there is a maximum reasonable rent that a landlord may ask for a dwelling.

suggesting that the housing situation has not improved. Dutch universities (of applied sciences) and the (local) government have a responsibility to protect this vulnerable group of students by offering them adequate information, legal assistance and by taking action against mala fide landlords.

Attachment 1. Housing Hotline Form

In order to be able to assist you as quickly as possible, we would like to ask you to answer the following questions:

In what category would you place your question/issue? *

What question/issue do you have regarding your current housing situation? *
Please be as specific as possible

What is your name? *

What is your gender? *

What is your age?*

What is your e -mail address?*

What is your phone number?

Fill in only if you wish to be contacted via phone

What kind of international student are you? *

What kind of programme are you doing? *

In which city do you live? *

If this is different from the city you study, please specify!

What is your current housing situation? *

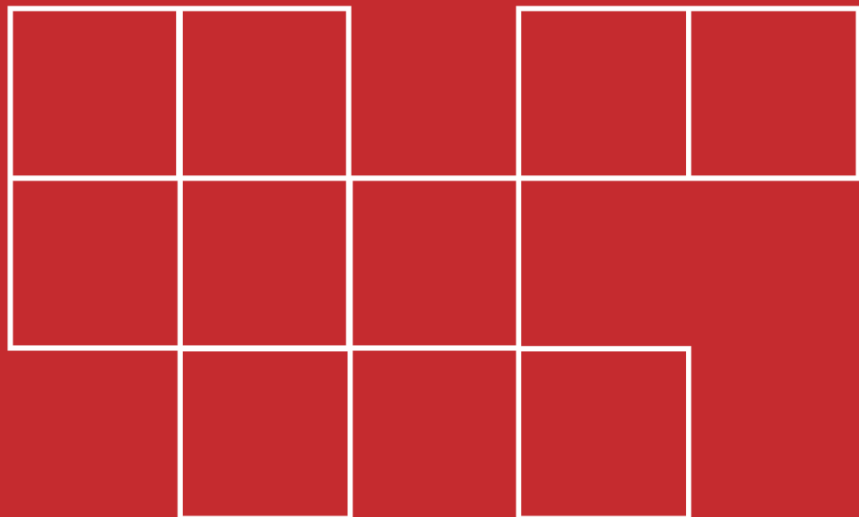
From whom do you rent this house?

How much do you pay for your current housing situation?

Tick this box if the rent includes service costs

How did you get to know about this hotline?

Is there anything else you would like to tell us?



Mail address:
Postbus 1335
3500 BH Utrecht

Visiting address:
Drieharingstraat 6
3511 BJ Utrecht

Contact info:
Phone: 030 231 6464
E-mail: Lsvb@lsvb.nl