

## Important: Registration of complaints

It is important that tenants not only report their complaint to the caretaker, but that the complaint is also registered with:

### **My Vesteda under - Contact \New contact\Complaint**

In this way, complaints from tenants are officially registered with Vesteda and the Board of the Residents' Association uses these official complaints as input for the regular consultation with Vesteda. Although the caretaker is the right person to address fellow residents, he is not responsible for registering complaints, you as a resident really must do that yourself!

### **A different complaints procedure applies to owners, namely through the VvE (Board of Owners).**

#### **Attention:**

#### **Intruders and unauthorized persons**

Regularly vagrants and unauthorized persons are found in our towers. Notify the police if you find these people.

Access to our towers is forbidden to unauthorized persons, offenders are guilty of trespassing. The police now also have access to our complex, but that does not relieve us as residents of the duty to be careful and not to allow unauthorized persons to enter, no matter how beautiful their story is! **It has been found that residents allow unauthorized persons into the towers!**

#### **Nuisance by fellow residents**

There are many complaints about waste and cigarette butts on balconies, dirt in the elevators and all this comes from residents. We ask everyone not to throw cigarette butts and other waste over the balconies or deposit them in

## Announcements Board of the Residents' Association De Hoge Heren

### **BBQ on September 13, 2025**

On September 13, 2025, a joint (tenants and owners) BBQ took place, and it was a success. A total of 130 residents were present, including 17 children. Photos have been taken, but in the context of privacy, the Board cannot publish them without permission. We would like to hear – if you were present at the BBQ – whether you object to publication.



### **Elevator malfunction right elevator tower B**

This subject has now led to great inconvenience, to a serious impairment of the enjoyment of living and to a strong feeling of insecurity.

The worst thing is that the end is not in sight at all.

All residents have been kept directly informed by Vesteda. However, the successive reports now lead to the conclusion that a 'new truth' is emerging again and again.

All this does not contribute to the credibility of the Vesteda reporting. Initially, the impression was given that the traction disc would be a European manufacture, but it now turns out that the sceptics among us were right when they said, 'it has to come from Asia'.

In the meantime, after strong insistence from the board, direct contact has been established between the management of Vesteda in Amsterdam and the board of the association. A first result of those contacts is the compensation of a total of € 720 valid until 1 October 2025.

The board will continue to follow Vesteda very critically and is particularly interested in the period within which the elevator will be repaired. For example, the board has already informed Vesteda that, after the traction disc has been cast in Asia, it is not acceptable for the disc to be sent to Rotterdam via regular shipping. After all, that would take an extra period of four to six weeks! The board expects, unfortunately we cannot demand, that the transport will be by cargo plane from Asia to the Netherlands.

The board will remain in constant contact with the management of Vesteda in Amsterdam and will keep all residents of tower B informed as well as possible. Sometimes something must be able to develop 'silently'.

the elevators. Cigarette butts in particular pose a fire hazard. Because it causes so much annoyance, the caretaker also keeps an eye on things, but it is also the intention that the residents address each other about this, of course respectfully.

### **Are you experiencing nuisance?**

If you experience residential nuisance, you can request the reference work for tenants in the event of residential nuisance from the Board of the Residents' Association. Send an email to [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl) and the digital booklet will be sent to you.

### **Bulky waste**

For the disposal of bulky waste, you must make an appointment with the Municipality on:

<https://www.rotterdam.nl/grofvuil-wegbrengen-laten-ophalen>

Once you have made the appointment, the caretaker will help, you can place your bulky waste in the container space on the afternoon before the day on which the bulky waste is collected. The caretaker then makes room for this by moving a container and he ensures that the bulky waste is put out on the day itself. Super service!

**So: make an appointment online and inform the caretaker.**

### **Are you already a member of the Residents' Association?**

The residents' association is mainly committed to the interests of all residents, regardless of whether they are tenants or owners. It is very important for our position as an advocate that we act on behalf of as many residents as possible. As of January 1, 2025, membership of the residents' association is only € 20.00 per year for singles and € 35.00 per year if

### **Change of board**

As has already been announced to all members, Marion Moleveld will soon resign from her positions as secretary and treasurer. Her position as secretary will be transferred to Guus Jacobs, which is already taking place step by step. In addition, the members have been informed that for the position of treasurer, Mr. René von Weyhrother has been found willing to take over this position on an interim basis until the GMM in spring 2026. However, this requires the consent of the members. If you agree to the transfer of the position of treasurer, you do not have to do anything. However, if you object to the transfer of that position, you must make that objection known no later than 15 October 2025, either by e-mail to [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl) or a note in the mailbox Gedempte Zalmhaven 55.

### **Planting bowls at the entrance of the B-tower**

After frequent consultation between various departments of the Municipality of Rotterdam and the board of the residents' association, it was finally possible to contact the district gardener very recently. Soon the district gardener will, we quote: 'empty the bowls (has now happened) and provide them with beautiful plants again.' However, there is a caveat, namely: who does the maintenance, who waters the plants if necessary? The Municipality of Rotterdam certainly does not! In short, which residents will adopt the plant bowls?

We assume that certainly those who would like to see the bowls returned, will take care of this, the board does not see this as a task for itself. We would very much like to see your registration by e-mail to [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl) or a note in the mailbox Gedempte Zalmhaven 55.

### **Settlement of service contribution 2023 for tenants.**

At the time you are reading this, you have already received a message from Vesteda. Apparently, Vesteda has set it up in such a way that the task of a person who is on holiday is not taken over by a colleague, especially when it comes to reimbursements of service costs. It is a pity that this does not apply to the collection of the rent!

### **Other announcements**

**The group De Hoge Dames** meets every last Wednesday of the month from 15:00 in the lobby (5th floor, tower A). Together they have a drink and catch up and according to the participants it is always very pleasant. If you are interested in De Hoge Dames, you can reach them via [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl) or walk into the Lobby in tower A on that last Wednesday, you are more than welcome.

**There is also an events/party committee.** They provide drinks, BBQ and the annual Halloween, among other things. If there is sufficient interest, other activities can also be organized. In short, if you have

you want to become a member together with your partner.

**If you want to become a member, please fill in the form on the site [www.dehogeheren.nl](http://www.dehogeheren.nl)**

**Marketplace De Hoge Heren!** If you have something to offer for free or for a certain amount, you can sign up for the app Marktplaats De Hoge Heren by sending a message with your mobile number to [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl)

### **Useful Information Municipality of Rotterdam**

- Call **112** in life-threatening and red-handed situations
- Non-urgent questions and problems call **0900-8844**
- Fire safety call **0900-8387**
- Restoration of notification outdoor space **14010**

Complaints about the outdoor space (street) can also be reported via the MeldR app.

any ideas about this, we would like to hear them. The event/party committee can be reached via [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl)

**Neighbourhood Watch Hoge Heren!** Do you also want to be connected to the ups and downs around towers A and B? Then sign up for the group app Neighbourhood Watch Hoge Heren. You can do this by sending a message to [bestuur@dehogeheren.nl](mailto:bestuur@dehogeheren.nl) with your mobile number .