

## Service- & energy charges settlement 2023

Tenant name – Address – CTR number



| Your Share:                 | Startdate:                  | Enddate:               |        |      |
|-----------------------------|-----------------------------|------------------------|--------|------|
| Calculation Period:         | 1/1/2023                    | 12/31/2023             | 365    | days |
| Rental Period:              | 1/1/2022                    | 12/31/2022             | 365    | days |
|                             |                             |                        | 100%   | #1   |
| <b>Your rooms:</b>          | <b>Total rooms:</b>         |                        |        |      |
| Amount: 1                   | 179                         |                        | 0.559% | #2   |
|                             |                             | <b>Personal Share:</b> | 0.559% | #3   |
| <b>Your room:</b>           | <b>Total m<sup>2</sup>:</b> |                        |        |      |
| Surface: 23. m <sup>2</sup> | 2897. m <sup>2</sup>        |                        | 0.794% | #4   |
|                             |                             | <b>Personal Share:</b> | 0.712% | #5   |

(See [FAQ page](#) for calculation method)

| Service Charges:            | Total costs:                         | Your share:    | Your costs:       |
|-----------------------------|--------------------------------------|----------------|-------------------|
| Residence Manager           | €36,362.72                           | #6 0.559%      | €203.14           |
| Cleaning                    | €63,057.46                           | #7 0.559%      | €352.28           |
| Small Maintenance           | €5,682.12                            | #8 0.559%      | €31.74            |
| Insurance & Taxes           | €182.32                              | #9 0.559%      | €1.02             |
|                             |                                      | <b>Sum:</b>    | <b>€588.18</b>    |
| Administration costs:       | 5%                                   | <b>Amount:</b> | <b>€29.41</b>     |
| <b>Pre-paid Amenities</b>   |                                      |                |                   |
| Internet & TV               | €32,228.60                           | 0.559%         | €180.05           |
| Furniture & Soft Furnishing |                                      |                | €240.00           |
| Laundry Service             | €0.00                                | 0.559%         | €0.00             |
|                             |                                      | <b>Sum:</b>    | <b>€420.05</b>    |
|                             | <b>Sum of Service Charges:</b>       |                | <b>€1,037.64</b>  |
|                             | <b>Total Amount of pre-payments:</b> |                | <b>€-1,110.00</b> |

**Balance of Service Charges: €-72.36**

| Energy Charges:       | Total costs:                         | Your share:    | Your costs:      |
|-----------------------|--------------------------------------|----------------|------------------|
| Gas / Heating         | Individual                           |                | €0.00            |
| Water                 | Individual                           |                | €0.00            |
| Electricity           | Individual                           |                | €0.00            |
| Gas / Heating         | Communal                             | 0.712%         | €566.62          |
| Water                 | Communal                             | 0.559%         | €55.66           |
| Electricity           | Communal                             | 0.559%         | €768.88          |
|                       |                                      | <b>Sum:</b>    | <b>€1,391.16</b> |
| Administration costs: | 2% *                                 | <b>Amount:</b> | <b>* €27.82</b>  |
| ISTA / Techem         |                                      |                | €0.00            |
| Administration costs: | 1% *                                 | <b>Amount:</b> | <b>* €0.00</b>   |
|                       | <b>Sum of Energy Charges:</b>        |                | <b>€1,418.99</b> |
|                       | <b>Total Amount of pre-payments:</b> |                | <b>€-849.00</b>  |

**Balance of Energy Charges: €569.99**

Note (\*): Given the negative invoice amounts of the TTB, administration costs have been calculated over the total invoice amount including both positive and negative amounts. Please consult our [FAQ page](#) for more information.

**Final balance: €497.63**  
(Tenant to pay)

# Explanation Service Cost Settlement

## #1

- Your (contractual) rental period (# of days) divided by 365 days;
- This percentage is taken into account in all calculations to ensure we include a proportionate share of each tenant of the total cost, taking into account the amount of days the tenant has stayed at our residence according to the lease agreement.

## #2

- Your share based on the number of units (1 / total number of units in the residence).

## #3

- Your share taking into account duration of your stay: #2 \* #1;
- This percentage is used to calculate all costs which should be divided equally over all the units in a residence, such as the costs for a residence manager.

## #4

- Your share based on the unit size (m<sup>2</sup> of your unit / total size of residence in m<sup>2</sup>).

## #5

- $(35\% * \#3 + 65\% * \#4) * \#1$ ;
- This percentage is mainly used to divide the gas/heating costs in case there is no individual metering data available, the total heating costs will be distributed in line with the regulatory framework which is:
  - Fixed costs: 35% of the total costs are equally divided over the number of units;
  - Variable costs: 65% of the total costs are divided based on the surface (m<sup>2</sup>) of the unit compared to the total the surface (m<sup>2</sup>) of the residence.

## #6

- 70% of the costs for the residence manager in line with regulatory framework.

## #7

- Cleaning costs of communal areas and window cleaning.

## #8

- Small maintenance costs amongst others include costs for security, gardening, 20% of maintenance contracts which include a 24/7 service & pest control.

## #9

- Insurance costs include glass insurance;
- The taxes you need to pay for using government facilities / services such as waste collection charges, sewerage charges and water treatment charges.

## #10

- The amenities for which you pay a monthly fee such as TV/Internet, furnishing and laundry service.

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|                                                       |                    |                        | 100%   |      |
| Your rooms:                                           |                    | Total rooms:           |        |      |
| Amount:                                               | 1                  | 179                    | 0.559% |      |
|                                                       |                    | Personal Share:        | 0.559% |      |
| Your room:                                            |                    | Total m <sup>2</sup> : |        |      |
| Surface:                                              | 23. m <sup>2</sup> | 2897. m <sup>2</sup>   | 0.794% |      |
| (See <a href="#">FAQ page</a> for calculation method) |                    | Personal Share:        | 0.712% |      |

| Service Charges:              | Total costs: | Your share: | Your costs: |
|-------------------------------|--------------|-------------|-------------|
| Residence Manager             | €36,362.72   | 0.559%      | €203.14     |
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|                               |              | Sum:        | €588.18     |
| Administration costs:         | 5%           | Amount:     | €29.41      |
| <b>Pre-paid Amenities</b>     |              |             |             |
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|                               |              | Sum:        | €420.05     |
| Sum of Service Charges:       |              |             | €1,037.64   |
| Total Amount of pre-payments: |              |             | €-1,110.00  |

Balance of Service Charges: €-72.36

| Energy Charges:                 | Total costs: | Your share: | Your costs: |
|---------------------------------|--------------|-------------|-------------|
| Gas / Heating <i>Individual</i> |              |             | €0.00       |
| Water <i>Individual</i>         |              |             | €0.00       |
| Electricity <i>Individual</i>   |              |             | €0.00       |
| Gas / Heating <i>Communal</i>   | €79,620.40   | 0.712%      | €566.62     |
| Water <i>Communal</i>           | €0.00        | 0.559%      | €55.66      |
| Electricity <i>Communal</i>     | €137,630.41  | 0.559%      | €768.88     |
|                                 |              | Sum:        | €1,391.16   |
| Administration costs:           | 2% *         | Amount:     | * €27.82    |
| ISTA / Techem                   |              |             | €0.00       |
| Administration costs:           | 1% *         | Amount:     | * €0.00     |
| Sum of Energy Charges:          |              |             | €1,418.99   |
| Total Amount of pre-payments:   |              |             | €-849.00    |

Balance of Energy Charges: €569.99

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(Tenant to pay)

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# Explanation Service Cost Settlement

## #11

- The calculation of your individual and communal utility costs depends on the situation in your residence.
- Please refer to the available FAQ for a more detailed explanation, below a summary (source: <https://blog.xior.be/nl-BE/blog/144/faq-2023-service-costs-xior-student-housing>):

### Individual heating cost (gas consumption)

- With an individual gas connection (dedicated to your unit only) your actual usage will be taken into account;
- With a certified electrical metering system (ista or Techem) your actual usage will be taken into account (more information under (12));
- Without an individual connection (dedicated to your unit only) or metering system, the total heating costs will be distributed in line with the regulatory framework which is calculated under (5).

### Communal heating cost (gas consumption)

- With an individual gas connection specifically dedicated to the communal areas, the actual usage of the communal spaces will be equally divided over the number of units of the residence;
- With a certified electrical metering system (ista or Techem) the usage of the communal areas will be divided over the units;
- Without an individual connection or metering system, the total heating costs will be divided over the number of units.

### Individual electricity cost

- With an individual electricity connection (connected to your unit only) your actual usage will be taken into account;
- With a certified electrical metering system (ista or Techem) your actual usage will be taken into account;
- Without an individual connection or metering system, the total electricity costs will be equally divided over the number of units.

### Communal electricity costs

- With an individual electricity connection specifically dedicated to the communal areas, the actual electricity usage of the communal spaces will be equally divided over the number of units of the residence;
- With a certified electrical metering system (ista or Techem) the consumption of electricity of the communal areas will be divided over the units;
- Without an individual connection or metering system, the total electricity costs will be equally divided over the number of units.

### Individual water costs

- With an individual water connection your actual usage will be taken into account in case trustworthy and adequate meter readings are available;
- Without an individual connection, the total water costs (if adequate and available) will be equally divided over the number of units;
- If no adequate meter readings are available, a standard cost in line with the regulatory framework will be applied (average use of 68 m<sup>3</sup>, tariff of EUR 1.31 per m<sup>3</sup>, standing charge of EUR 74 if applicable, source: beleidsboek servicekosten).

## #12

- ista and Techem are certified specialists in metering and invoicing energy consumption in buildings with a shared energy installation. They are recognized and independent organizations providing- the metering infrastructure, the registration of the meter readings, the maintenance of the meters and the preparation of the individual settlement on behalf of Xior Student Housing.
- More specifically, Xior Student Housing provides the metering company with the total annual cost of gas and/or electricity and/or water (including grid usage fees), which are subsequently allocated by unit based on the usage information from the proprietary metering infrastructure. Ista and techem also include their own cost into the settlement / invoice.
- In case of questions specifically on your ista specification, you can reach them directly by phone (+31 (0)102455700 on working days from 09:00 to 17:00) or e-mail ([info@ista.nl](mailto:info@ista.nl)).
- The website of ista also provides useful information on your specification, please check the following link: <https://www.ista.com/nl/bewonersinformatie/brochures-en-videos/>