



## The rent deduction for February accidentally took place on the 26<sup>th</sup> of January

Since January, we switched to a new system, and unfortunately, there was an error during the automatic deduction of the February rent. Normally, we automatically deduct rent on the 1<sup>st</sup>, 15<sup>th</sup>, or 25<sup>th</sup> of the month. For all tenants with automatic payment for the rent, the deduction date is January 26<sup>th</sup> instead of the usual date. Unfortunately, we could not reverse this with the bank.

### What does this mean for you?

If you have an automatic payment on:

- The 25<sup>th</sup> of January, there will be 2 deductions: one for January and one for February. You can reverse the January 26<sup>th</sup> deduction. This can be done through online banking by selecting the payment and choosing the option to reverse. You can also contact your bank. You can manually transfer the rent for February around February the 25<sup>th</sup>, mentioning your address.
- The 1<sup>st</sup> of February, the rent will be deducted on January the 26<sup>th</sup> instead of February the 1<sup>st</sup>.
- The 15<sup>th</sup> of February, the rent will be deducted on January the 26<sup>th</sup> instead of February the 15<sup>th</sup>. If the deduction fails due to insufficient balance on your account, you don't need to take any action. If the January 26<sup>th</sup> deduction is successful, you can reverse it. This can be done through online banking by selecting the payment and choosing the option to reverse. You can also contact your bank. You can manually transfer the rent for February around February the 15<sup>th</sup>, mentioning your address.

### If you have any questions?

Check our [frequently asked questions](#). If your question is not answered there, feel free to contact us by e-mail at [incasso@dewoningstichting.nl](mailto:incasso@dewoningstichting.nl) or call 0800 – 0317, option 2.