

## **FAQ**

### **Adjustment of the heating cost advance payment**

#### **Why do we receive an increase in the advance heating cost payment?**

Due to the increase in energy prices, we can expect additional heating costs in the future.

#### **Will the increase protect me from an additional payment?**

No, the adjustment will reduce the likelihood of an additional payment. However, as a housing company, we have no influence on future legislative developments. Likewise, it is not possible to predict the length or severity of the winter.

#### **What happens if I object to the adjustment of the heating cost advance payment and do not pay it?**

In principle, we do not advise you to object. However, we will examine the facts in each individual case. In this case, we would like to point out that if the heating cost advance payment is not increased by 35%, we will demand the additional payment in one sum and, if necessary, take legal action. Payment by instalments is excluded.

#### **Who receives the 35% adjustment?**

All tenants of GWG Rhein-Erft will receive the adjustment, irrespective of the settlement result of the previous years.

#### **From which settlement onwards will the adjustment become noticeable?**

From the 2023 apportionment statement, which you will receive in 2024.

#### **Do I have to take action by 01.01.2023?**

If you receive transfer payments, please submit the adjustment of the heating cost advance payment to the offices in good time.

If you have given us a SEPA direct debit mandate, we will automatically collect the rent on the third working day of the month.  
automatically from your account on the 3rd working day of the month. You do not need to make any changes.

If you have set up a standing order through your bank, please adjust it early.

**Can we make a contribution to reducing energy costs in addition to adjusting the heating cost prepayment?**

Turn down the heating before airing

Do not leave windows permanently tilted - instead ventilate intermittently

Do not obstruct the heat output of the radiators