

# SOCIAL PROJECT PLAN

PILOTENBUURT

Lindberghstraat, Graaf de Lambertstraat, Dumontstraat,  
Kingsford Smithstraat & Bleriotlaan





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## Important information in multiple languages

### Nederlands

\*\*Deze brochure bevat belangrijke informatie.\*\*

Kunt u dit niet lezen? Vraag dan iemand om hulp, zoals een buur of familielid.

U kunt ook de Google Lens-app gebruiken om de tekst te vertalen.

### Engels

\*\*This brochure contains important information.\*\*

Are you unable to read this? Please ask someone for help, like a neighbor or family member.

You can also use the Google Lens app to translate the text.

### Arabisch

\*\*تحتوي هذه الكتب على معلومات مهمة.\*\*

هل لا يمكنك قراءة ذلك؟

اطلب المساعدة من أحد، مثل جار أو أحد أفراد العائلة.

لترجمة النص يمكنك أيضًا استخدام تطبيق Google Lens.

### Turks

\*\*Bu broşür önemli bilgiler içermektedir.\*\*

Bunu okuyamıyor musunuz? Lütfen birinden, örneğin bir komşudan veya aile üyesinden yardım isteyin. Metni çevirmek için Google Lens uygulamasını da kullanabilirsiniz.

### Spaans

\*\*Este folleto contiene información importante.\*\*

¿No puede leer esto? Pídale ayuda a alguien, como un vecino o familiar.

También puede usar la aplicación Google Lens para traducir el texto.

### Frans

\*\*Cette brochure contient des informations importantes.\*\*

Vous ne pouvez pas lire ceci? Demandez de l'aide à quelqu'un, comme un voisin ou un membre de votre famille. Vous pouvez aussi utiliser l'application Google Lens pour traduire le texte.

## Introduction

We are improving your home and residential building. We are doing this through sustainability work and major maintenance. This means that there will be a lot going on in and around your home. This Social Project Plan provides you with detailed information so that you know what to expect and what you are giving your consent to. That is why we have drawn up this Social Project Plan in consultation with the sounding board group.

This plan explains:

- the agreements we have made
- whether you will receive assistance or compensation
- how and when you can contact us
- how we will keep you informed.

You will receive this plan together with the Implementation Plan from contractor BAM Wonen. This plan describes what we will do and how we will do it.

### What can you do?

Read this booklet carefully. Come to the information market to ask your questions. Would you prefer a personal meeting? Then make an appointment with the resident advisor from Woonopmaat.

#### Tip

Keep this information safe. That way, you can always look up what we have agreed. And at the back, you will find explanations of difficult words.



### De Duurzame Duizend

The improvement of your home is part of the project: De Duurzame Duizend (The Sustainable Thousand). We are going to make more than 1,000 flats in Beverwijk and Heemskerk more sustainable. We are carrying out the work in stages, neighbourhood by neighbourhood. And now it is your neighbourhood's turn.



**duurzame**  
duizend



# 1. The Social Project plan

## 1.1 Het Sociaal Projectplan

- The basis of this Social Project Plan is the Social Charter.
- The Social Charter is a document that sets out the rules and agreements for renovation, demolition and new-build projects. The Social Charter was drawn up with advice from the Huurdersplatform and the municipalities of Heemskerk and Beverwijk. It was approved and signed in November 2020.
- This Social Project Plan sets out the agreements that apply to making your home in the Pilotenbuurt more sustainable.
- Nothing can be added or changed to this Social Project Plan unless it is to the tenant's advantage.
- The Social Project Plan applies for the entire duration of the project.

The Social Project Plan will take effect as soon as at least 70% of the residents officially agree to the sustainability measures.



You can read the Social Charter on the Woonopmaat website. Scan the QR code to go directly to the relevant page.



## 1.2 Who is the Social Project Plan intended for?

This Social Project Plan has been drawn up for the tenants of the properties at:

- Lindberghstraat 2-80
- Graaf de Lambertstraat 2-80
- Dumontstraat 2-80
- Kingsford Smithstraat 2-24, 26-104
- Bleriotlaan 2-24, 26-48, 50-72

The agreements in this plan apply to residents who have a regular, open-ended tenancy agreement with Woonopmaat on 1 December 2025.

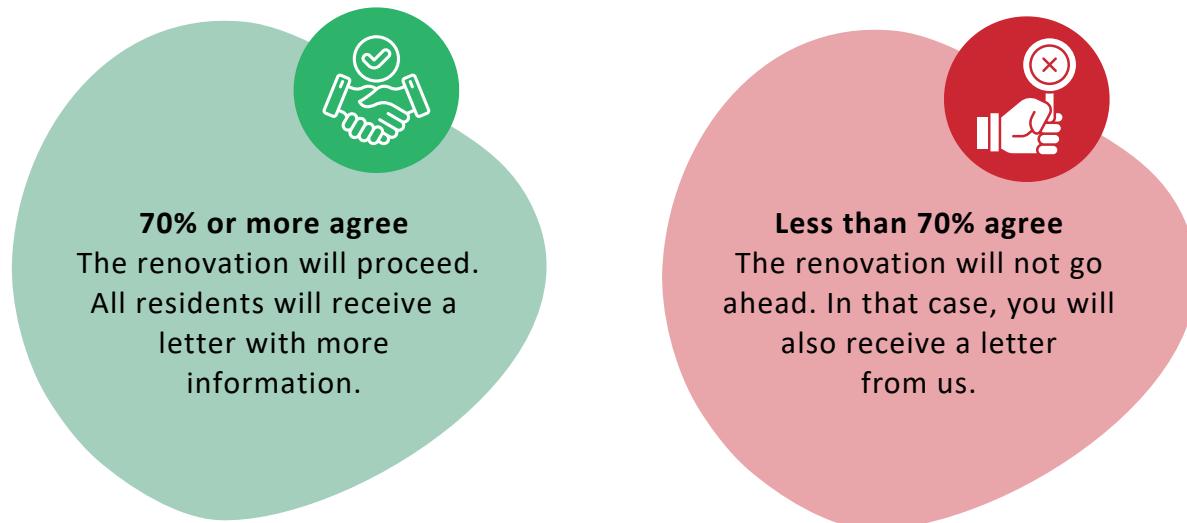
### 1.3 Difference between renovation and major maintenance

There is a difference between major maintenance and renovation (and/or sustainability improvements). The difference is:

- In the case of **major maintenance**, we repair or replace parts of the property in order to maintain it. Woonopmaat does not need the residents' permission to carry out major maintenance.
- For **sustainability improvements and/or renovation**: this involves changing (parts of) the property. This improves the comfort of the home. We are going to make your property more sustainable. We need your permission to do this.

### 1.4 Your consent is required for sustainability improvements

We require your approval to carry out the sustainability improvements to your home. **At least 70% of residents must agree before we can start.** There are two possible outcomes of the vote:



### 1.5 Your rent will not change as a result of the sustainability measures

**Good to know:** your rent will not increase as a result of these sustainability measures. Only the annual rent adjustment will apply.

## 1.6 This is how you vote

Below you will find step-by-step instructions on how to vote. If 70% agree, BAM Wonen will visit you again shortly before work commences on your home. You can read more about this in BAM Wonen's implementation plan.

1	2	3	4	5	6
					
<b>Documents</b>	<b>Read</b>	<b>Information market and home visits</b>	<b>Signature</b>	<b>Return</b>	<b>70% Agreement</b>
You will receive this Social Project Plan and the Implementation Plan from BAM Wonen. These plans are accompanied by a statement of agreement.	Read this information carefully. During the information fair, you will then know what questions to ask.	You will receive an invitation to the information market on Tuesday 20 and Wednesday 21 January. During these days, BAM Wonen will also make an appointment to visit you at home.	During the information market, we will ask you whether you agree with the plans. Indicate your choice on the declaration of agreement and sign it.	You can submit the declaration of agreement to us in various ways. For more information, please refer to section 1.8.	If 70% or more of the residents agree, the plans will go ahead. You will receive an information letter from us about this.

*The next steps will commence once 70% of residents have agreed. You can read more about this in BAM Wonen's Implementation Plan.*

## 1.6 You may object

**Did you vote against the renovation or did you not respond?** You can lodge an objection. You can do so up to eight weeks after receiving the letter stating that 70% of the residents have agreed.

**If no one lodges an objection within this period, the proposal will be definitively approved.** All residents will then be obliged to cooperate with the sustainability measures, even if you voted against the plans.

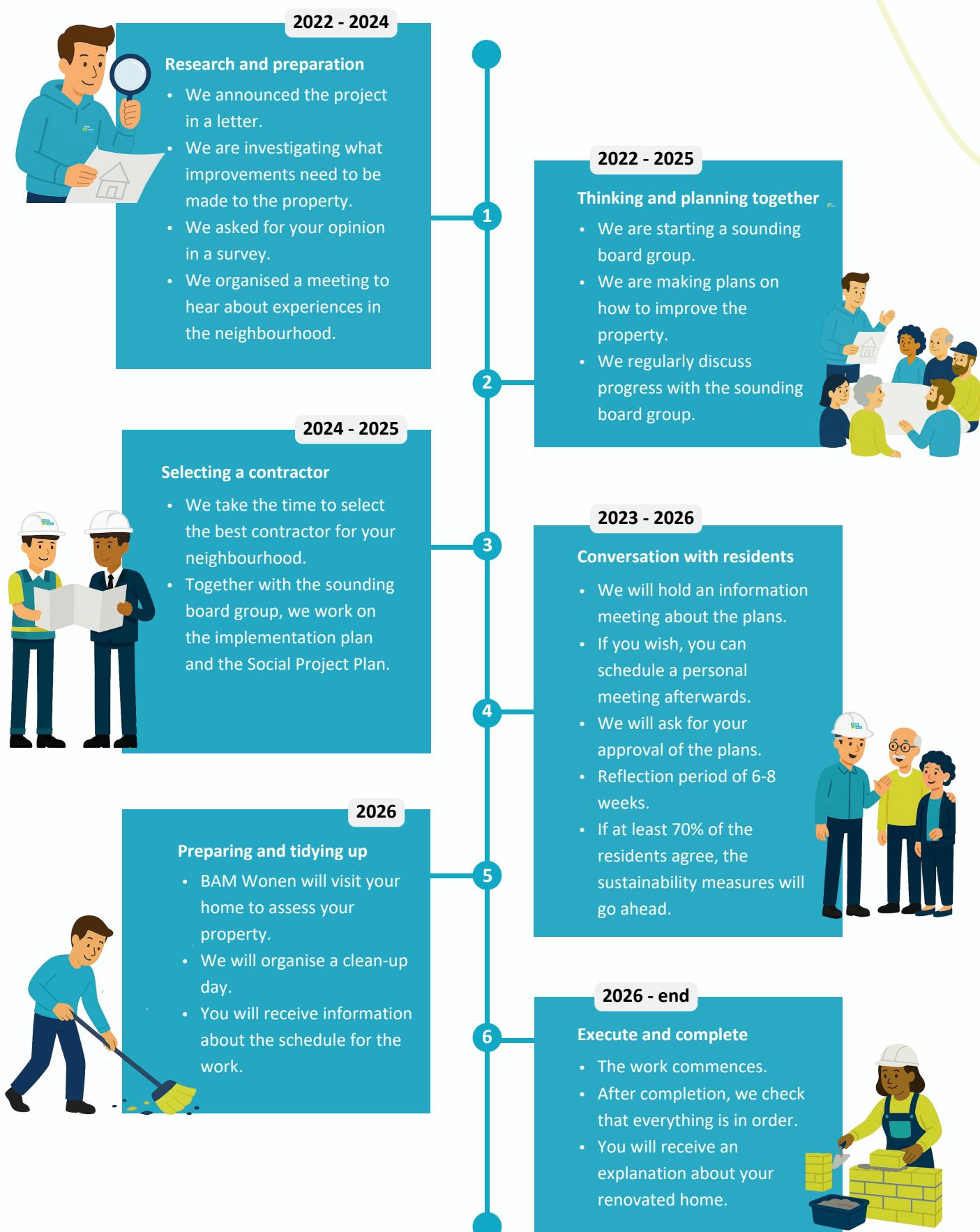
## 1.8 You can submit your signed agreement form to us in six ways

- You can hand in the form during the residents' information market on 20 or 21 January.
- You can give the form to one of the BAM Wonen employees when they visit your home.
- Take a photo of the form. Send the photo via WhatsApp to: 06-21107533.
- Or email the form to: [werkvoorbereiding.bouwstroom5@bam.com](mailto:werkvoorbereiding.bouwstroom5@bam.com).
- Put the form in the letterbox of the project home at Kingsford Smithstraat 34.
- Return the form using the enclosed reply envelope.





## 2. Timeline



## 3. How we keep you informed

We believe it is important to keep you well informed throughout the entire project. We do this in various ways.

### 3.1 Soundboard group

The sounding board group consists of residents from your neighbourhood, members of the Tenants' Platform and employees of Woonopmaat. The residents in the sounding board group ensure that your wishes and needs are properly taken into account.

The sounding board group will remain active throughout the project. The sounding board group consults regularly with Woonopmaat and BAM Wonen about sustainability. The Tenants' Platform ensures that the agreements in the Social Charter and the Social Project Plan are fulfilled.

### 3.2 Information market

We will soon be organising an information market together with BAM Wonen:

Tuesday, 20 January 2026, 4:00 p.m. – 8:00 p.m.

Wednesday, 21 January 2026, 2:00 p.m. – 5:30 p.m.

These information markets will take place in the '*Leger des Heils*' building at Geysendorfferlaan 4 in Beverwijk. Will you be joining us on one of these days?



#### The information market is intended to:

- Explain what will happen;
- Listen to what is important to you;
- Explain the approach and planning;
- Explain what you can expect from us and BAM Wonen;
- BAM Wonen will bring along sample materials that they will be working with during the project.
- Discuss what we expect from you during the work;
- Provide information about resources available through the Social Support Act (WMO);
- Discuss whether you have made any adjustments to your home yourself;
- Explain about the rest area and where you can go with questions (see chapter 4).

### 3.3 Personal visit

You can view our plans at the information market. However, every home is different. That is why BAM Wonen would like to make an appointment to visit you at home. During this visit, we will inspect your home and note any areas that require extra attention. We will also explain what improvements we will be making. You will have the opportunity to ask any questions you may have, and we will review your situation together.

You can make a personal appointment during the information market or by e-mail: [werkvoorbereiding.bouwstroom5@bam.com](mailto:werkvoorbereiding.bouwstroom5@bam.com).



### 3.4. Let's get started

During the work, it is also important that you receive the correct information. We do this in the following ways:

- **Woonopmaat newsletter:** You will receive the newsletter by post and e-mail. It can also be found digitally on our website under “projects”. Scan the QR code with your smartphone to go directly to the relevant web page.
- **BAM Wonen resident liaison officer:** Before the work starts, you will meet the BAM Wonen resident liaison officer, Shalayla Alberto. She will discuss the schedule with you and tell you what you need to arrange in advance.
- **Woonopmaat resident support officer:** Before the work commences, you will meet the Woonopmaat resident support officer: Kelsey Paleari. Kelsey will discuss with you what is going to happen and what you can expect. She is your permanent contact person on behalf of Woonopmaat. You will find her contact details in chapter 9.
- **Consultation hours:** Consultation hours will be held during the work. You will receive more information about this later. In addition to the consultation hours, you are welcome to visit the BAM Wonen site office with any questions you may have during working hours.

- **Contact in the neighbourhood:** During the work in and around your home, you will come into contact with BAM Wonen employees. You can recognise them by their BAM Wonen work clothing. Not sure who is at your door? The employee will show you who they work for. The resident advisors from BAM Wonen and Woonopmaat also regularly visit the neighbourhood. In chapter 9 of this booklet, you will be introduced to your contact persons.
- **Personal letter:** Do we have information that is specific to you and your home? If so, you will receive a personal letter from us about this.





## 4. Living during the renovation work

You can continue to live in your home during the work. Please note that the sustainability measures may sometimes cause some inconvenience. For example, due to dust, noise or people working in your home. We understand that this is not always pleasant. That is why we will work with you to minimise the inconvenience.

### 4.1 Rest Room

In some cases, you can use an individual rest room. A rest room is intended to allow you to relax during the day if this is not easy at home due to the work. For example, if you work night shifts and would like to sleep during the day, you can sleep in the rest room during the day.

- During this project, there will be a communal rest room in addition to the individual rest rooms. You will receive more information about this later.
- The rest rooms are open from 7:00 a.m. to 4:00 p.m.

### 4.2 Guest House

Would you rather not sleep at home during the work? Then you will need to arrange your own accommodation. Only in special situations can you use a guest house provided by Woonopmaat.

This temporary accommodation is located on Bilderdijkstraat in Heemskerk. It is furnished so that you can stay there for a few days. The accommodation is similar to a holiday home.



#### Would you like to use a rest room or guest house?

Discuss this with the Woonopmaat resident supervisor. Together, you can look at what options are available to you.

#### If you stay there:

- You will stay in the rest room or guest house during the work.
- You will sign a usage agreement.
- You will hand in the key to BAM Wonen. They will then carry out the work in your home.
- You will pay a fee for electricity, water, cleaning and internet for the guest accommodation.

The contact details of the resident advisor can be found in Chapter 9 of this booklet.

## 5. Comfortable living during the renovation work

The work will cause some inconvenience. We understand that this is not easy. That is why we are working with you and the contractor to do everything we can to minimise the inconvenience.

### 5.1 What we expect from you during the work

BAM Wonen works both inside and outside your home. For outdoor work, it may be necessary to erect scaffolding. BAM Wonen will indicate where the scaffolding will be placed. BAM Wonen will also explain what you need to pay attention to for your own safety and that of their employees.

If work is being carried out inside your home, BAM Wonen will make clear agreements with you. They will tell you what you need to move and advise you on what is best to cover. If you have any questions during the work, please contact the BAM Wonen resident advisor: Shalayla Alberto. Shalayla's contact details can be found in chapter 9.



BAM Wonen has already drawn up the Implementation Plan. It contains all agreements regarding safety, planning and working methods. You will receive this plan from BAM Wonen.

## 5.2 Working together to reduce nuisance in the neighbourhood

Together, we will try to minimise any inconvenience in your neighbourhood. We will do this in various ways.

- **Parking:** BAM Wonen consults with the Municipality of Beverwijk to make agreements about the use of parking spaces. They do their best to keep these spaces free as much as possible and to limit any nuisance for you.
- **Waste:** BAM Wonen places containers for construction waste. This keeps the neighbourhood safe and tidy.
- **Bulky waste:** You can also help to keep the neighbourhood clean. You can dispose of your bulky waste yourself or make an appointment with HVC to have it collected. Call 0900 0700, go to [www.hvcgroep.nl/zelf-regelen/grofafval-afspraak](http://www.hvcgroep.nl/zelf-regelen/grofafval-afspraak) or use the HVC app.
- **Clean-up day:** Just before the start of the renovation, Woonopmaat and BAM Wonen will organise a clean-up day. We will place containers for bulky waste. The local thrift shop will also come by, so you can drop off your items. This will free up space on your balcony and in your storage room. That space is needed for the work. The date and time will follow as soon as possible.



## 6. Modifications to your home

Have you added or modified anything to the property yourself? Examples include: a screen on your balcony, sun blinds or panelling. We refer to these as Self-Installed Facilities (SIFs). Rules apply to these.

### 6.1 A self-installed facility (ZAV)

BAM Wonen will work with you to determine whether the work can be carried out without removing your ZAV. If the ZAV does need to be removed temporarily or permanently, this is your responsibility and you will not receive any compensation for this.

For more information about self-installed alterations (ZAV), please refer to Woonopmaat's ZAV policy. You can request more information from Kelsey at Woonopmaat.

### 6.2 WMO adjustment

When adjustments are made under the Social Support Act (WMO), we try to minimise any inconvenience. Think, for example, of a stair lift. We will make arrangements with you about the use of this facility during the work.



## 7. Compensation

Making your home more sustainable involves many changes in and around your home. That is why Woonopmaat may offer compensation or other arrangements, depending on the project. These agreements have been discussed in advance with the sounding board group and laid down in this Social Project Plan. Compensation is never in the form of money, but may consist of assistance or a voucher, for example.

### 7.1 Remuneration for work

For your project, you can choose one of the following reimbursements:

- help from a handyman for 2 hours
- a voucher for a DIY store worth €300
- a reimbursement for new curtains or rails worth €300, on presentation of a receipt or invoice.

You make your choice when you agree to the work being carried out. How you give your agreement is explained in chapter 1.



Please note: When making your choice, take into account the changes to your window frames. You can read more about this in BAM Wonen's implementation plan. **You will receive the compensation after the work on your home has been completed.**

### 7.2 In-kind assistance

Under certain conditions, a handyman can be hired. This applies to residents who:

- Live in a WMO home,
- Have a disabled parking permit or guide card for disabled persons,
- Are 65 years of age or older and have a low income (below the threshold for housing benefit)

More information about the conditions can be found in the Social Charter. If you have any questions, please contact Kelsey at Woonopmaat.

### 7.3 Arrangements in the event of damage caused by works

BAM Wonen will handle your belongings with care during the work. However, damage may still occur as a result of the work, for example to your furniture.

#### Have you suffered damage?

- Report this to BAM Wonen within 48 hours via the resident advisor. You can do this via WhatsApp on telephone number: 06-211 075 33 or via email address: werkvoorbereiding.bouwstroom5@bam.com.
- Do not throw anything away and do not repair anything until BAM Wonen has assessed the damage.



## 8. If you disagree with the work

Do you disagree with the agreements in this Social Project Plan? If so, please contact Woonopmaat first. We will be happy to discuss the matter with you. If we cannot reach an agreement, the rules set out in the **Social Charter** will apply. Below is a brief summary of these agreements.

### 8.1 Dispute resolution

Can't reach an agreement? You can send a complaint or disagreement to an independent committee. If you or Woonopmaat don't agree with the committee's decision, the case can be taken to court.

### 8.2 Hardship clause

Does an agreement in this plan clearly have more disadvantages for you than for other residents? If so, you can ask Woonopmaat to make an exception for your situation. Woonopmaat will decide within 30 days and explain its decision to you in writing.

You can read the Social Charter on the Woonopmaat website or via the QR code.





## 9. Contact us if you have any questions

Before and during the work, you can always ask the resident advisors any questions you may have.



**Shalayla Alberto**

Bewonersbegeleider BAM Wonen

📞 06 211 075 33

✉️ werkvoorbereiding.bouwstroom5@bam.com



**Kelsey Paleari**

Bewonersbegeleider Woonopmaat

📞 06 138 412 59

✉️ bewonersbegeleider@woonopmaat.nl

**Please note: We have prepared this social project plan with care. Changes may be made at a later date. No rights can be derived from the content.**

## 10. Glossary

This overview explains the meaning of words used in the Social Project Plan.

### **Contractor**

Company that carries out the work. In this project, BAM Wonen.

### **Declaration of agreement**

This form allows you to indicate whether you agree with the plans.

### **Hold liable**

Officially declare that someone is responsible for damage.

### **Resident advisor**

An employee of Woonopmaat and/or BAM Wonen who helps you with questions and appointments during the work.

### **Declaration**

This is an overview of costs incurred. In the form of an invoice or receipt.

### **Dispute resolution**

The official way to submit a complaint or disagreement about the project.

### **Bulky waste**

Large items that cannot be disposed of in the regular bin, such as furniture or mattresses.

### **Major maintenance**

Repairs or replacements that keep your home tidy and safe.

### **Hardship clause**

Agreement that Woonopmaat can sometimes make an exception if a rule is very disadvantageous to you.

### **Help in kind**

Practical help instead of money, for example a handyman.

**Information market**

A meeting where you can get explanations and ask questions.

**Sounding board group**

A group of residents who contribute ideas and participate in discussions on behalf of all residents.

**Guest accommodation**

Temporary accommodation where you can stay for a few days if you do not want to or cannot stay at home.

**Newsletter**

A letter or digital message with the latest information.

**Clearance day**

On this day, we will place containers. Together with BAM Wonen and you, we will remove bulky waste.

**Personal meeting**

A meeting at your home or by appointment to discuss your personal situation. You can ask technical questions and share your concerns.

**Project team**

The group of employees from Woonopmaat and BAM Wonen who are carrying out this project.

**Renovation**

Renovation of the home to make it more comfortable and sustainable. 70% of the residents in the project must give their consent.

**Rest area**

A place where you can temporarily stay or sleep during the day if there is a lot of nuisance in your home.

**Consultation hours**

A fixed time when you can ask questions to Woonopmaat or BAM Wonen.

**Social Project Plan**

This plan contains the agreements specifically for the Pilotenbuurt neighbourhood.

**Social Charter**

Document containing the general rules and agreements for demolition and new construction. Created with the advice of the Tenants' Platform.

**Voucher**

A card or code that you can use to buy items at a shop.

**Consent (70% agreement)**

For renovation and/or sustainability work, at least 70% of the residents must give their consent.

**Implementation plan**

Plan by BAM Wonen stating exactly what work will be carried out and how we will do it.

**Compensation**

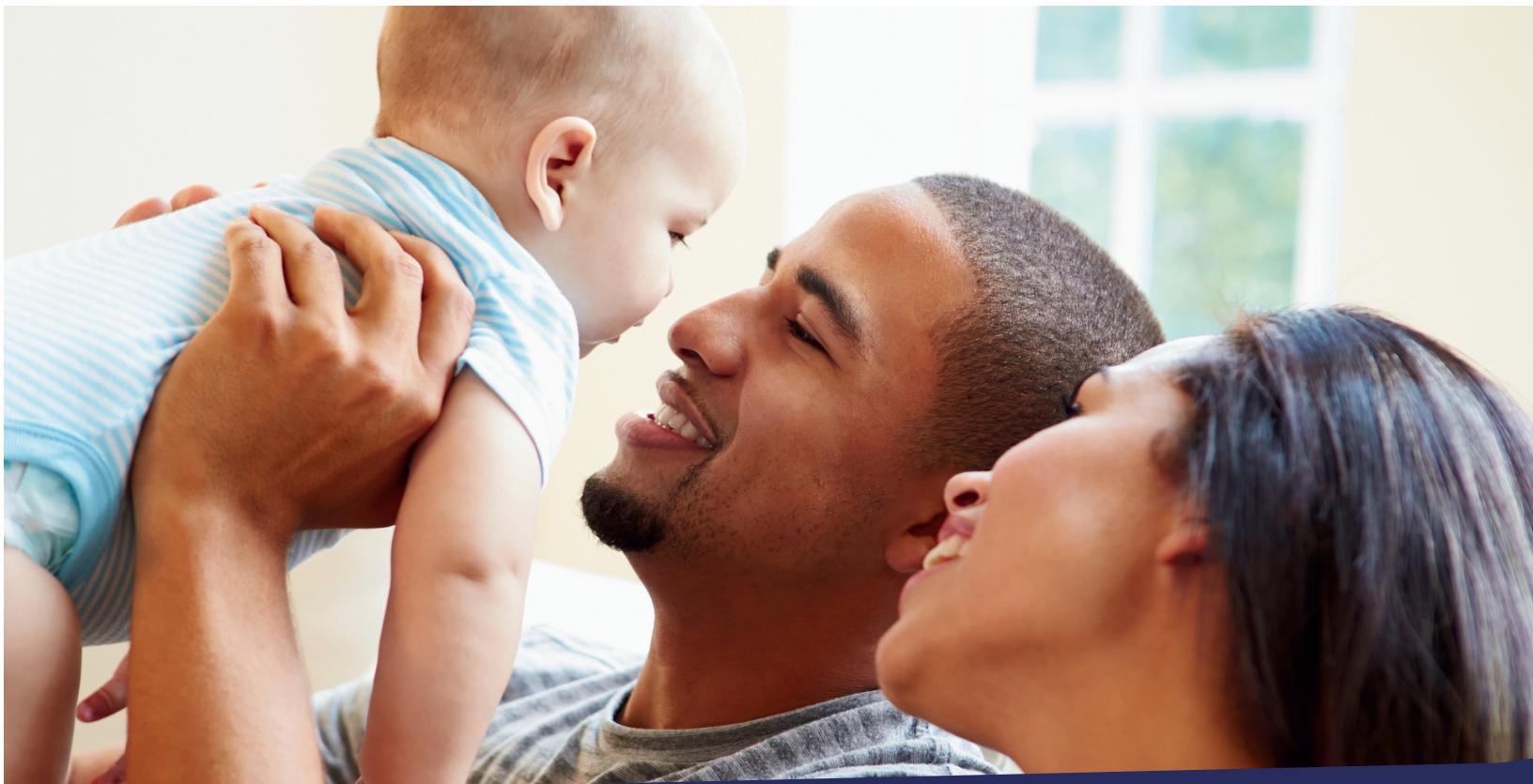
A contribution (in the form of a voucher or assistance) that you receive to alleviate the inconvenience of any adjustments caused by the work.

**WMO modification**

Modification to the home that you have received through the local authority, for example a stair lift.

**Self-installed facility (ZAV)**

Modification that you have made to your home yourself, such as an awning or a canopy.



## Imprint

This Social Project Plan was drawn up by Woonopmaat.  
Together with our partners.

Client:  
Woonopmaat

Project:  
Pilotenbuurt

Partner:  
BAM Wonen

Text and coordination:  
Woonopmaat

Design:  
Internal design Woonopmaat

Date  
December 2025

Contact  
Do you have any questions about this Social Project Plan?  
Please contact Woonopmaat on: 0251 256 010 or [post@woonopmaat.nl](mailto:post@woonopmaat.nl).



**www.woonopmaat.nl**



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**duurzame**  
**duizend**

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Do you have any questions?

Our website:

🌐 [www.woonopmaat.nl](http://www.woonopmaat.nl)

Our telephone number:

📞 (0251) 256010

Our email address:

✉️ [post@woonopmaat.nl](mailto:post@woonopmaat.nl)

**WOON**  
**OP**  
**MAAT**