



## This is how we limit the number of vacant residences

Plus Bolig has – compared to other housing associations in Aalborg and nationwide – only minor challenges with unoccupied properties (vacant residences) in our estates.

To maintain this, we always follow the evolution of our waiting list and fluctuations in the demand for our residences. In addition to that, we obviously keep an eye on the general housing supply in our localities, and the association's board is continuously briefed on the actual status of vacant residences as well as relevant initiatives for preventing vacancy.

In our customer service, we constantly work on presenting and marketing our residences – both generally to maintain a solid waiting list and specifically in relation to the available residences. Among other ways, that takes place via:

- Marketing and updating the waiting list via **boinord.dk**
- Presentation of estates/residences on our own website, **plusbolig.dk**
- Presentation of unoccupied properties on our own website, **plusbolig.dk**, as well as **boinord.dk**
- Presentation of unoccupied properties on **Facebook**
- Test and use of **alternative channels** and messaging (video, advertising, etc.).

### Vacant residences cost everyone

When a residence stands unoccupied, the estate loses rental income. The loss appears on the estate's balance sheet. In the meantime, it's the housing association (Plus Bolig) that has to cover the loss via the liquid reserves fund.

That is to say that the estates without vacant residences participate in paying for the lost rental income.

In 2020, we had a loss from vacancies of 921,000 DKK in all, which corresponds to 0.63% of the total revenue.

It is therefore a joint duty to ensure continuous demand for our residences.